

The technology is advanced.

Integrating it into your practice is simple.

The IDEXX inVue Dx Change Management Guide.



This is where you'll find a variety of tips for success, some practical ideas to help your team day-to-day, a few links to free training for you and your team, as well as some insights from practices just like yours.

### Tips to help your team embrace new technology.

Let's face it—new technology can feel overwhelming in a busy practice. However, using the right tools and tips can make it easier to use a new analyser in your daily work:

#### First, get your team comfortable.

New technology has a positive impact on practice workflows, but only if everyone in your practice is on the same page. Sit down with your team to figure out what's changing, like workflows, protocols, appointment types or pricing. Ensuring everyone feel heard is invaluable. So make a game plan for rolling out those changes and be clear about how they'll improve day-to-day life in your practice. It's human nature for people to feel more invested in change when they have a say in how it's adopted, so make sure everyone feels heard.



### How are other practices getting the most from their IDEXX inVue Dx® Cellular Analyser?

*"The IDEXX inVue Dx is going to make such a difference for ear re-checks. We're setting up a protocol and specific appointments for ear rechecks. We collect the sample, run the test, and consult the vet on next steps. It's more time-effective for clients and should make follow-ups so much easier to schedule".*



### Keep the conversation going.

Your team will use this technology daily, so their input is invaluable. Hold quick check-ins during rounds or team meetings to see what's working and what isn't.

### Share with clients.

Your clients will love hearing about how this new tech is making their pets' care even better. Share updates on social media, through emails, or with a quick sign in your waiting room. When your clients are excited, your team will feel appreciated—and motivated to utilise new tech.

### Team check-ins.

Checking in with your team is key to making the IDEXX inVue Dx<sup>®</sup> Cellular Analyser work for everyone. Start by setting simple goals and regularly review how things are going. Tracking progress lets you see what's working and where tweaks might help. Along the way, celebrate milestones, like shorter wait times or great client feedback, to keep everyone motivated. Make sure to recognise team members who go the extra mile—it makes a difference!

### Stay flexible.

Be realistic: technology rollouts seldom go perfectly. Be prepared to tweak things as you go, whether that means reviewing new steps or offering more training. Staying flexible and open to change will make the process less stressful for everyone.

**Adopting new tools doesn't have to be stressful. With a bit of planning, teamwork, and the support of your IDEXX team, it's easy to make the most of these innovations and keep the focus on providing amazing care for your patients.**

### *(continued)*

*"We're excited to show our clients how we're upgrading the care we provide. We'll feature it on the screens in our waiting area and share updates on social media. It's a great way to keep pet owners informed about the new tools and resources we're bringing into the practice".*



**Helping your team adjust to new technology can be simple with a few practical strategies:**

- + Keep instructions simple and accessible—post them right at workstations.
- + Put up some posters with QR codes linking to useful tutorials.
- + Pick a team member to act as a practice champion who can support everyone else.
- + And don't forget a suggestion box—it's a great way for the team to share feedback without feeling put on the spot.

**Getting—and keeping—your team ahead of the curve.**

Looking to level up your team's skills? These free learning opportunities are super flexible. Take them as a group or individually:

- + The IDEXX inVue Dx Certificate Course is perfect for your nurses. Master the basics and get 1 hr free CPD!
- + Get your team up to speed with a haematology refresher. *The ABCs of the CBC* webinar explains how CBC and blood morphology work together to give you a full haematology report. Free 1 hr CPD available on demand
- + Check out the *Don't Fear the Ear* recorded webinar—everything you need to know about ear infections, diagnostics, and making re-checks simple with the IDEXX inVue Dx analyser.

**Access the material above by visiting [idexxlearningcenter.com](https://idexxlearningcenter.com).**

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