

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 analyzer in your daily work:

First, get your team comfortable.

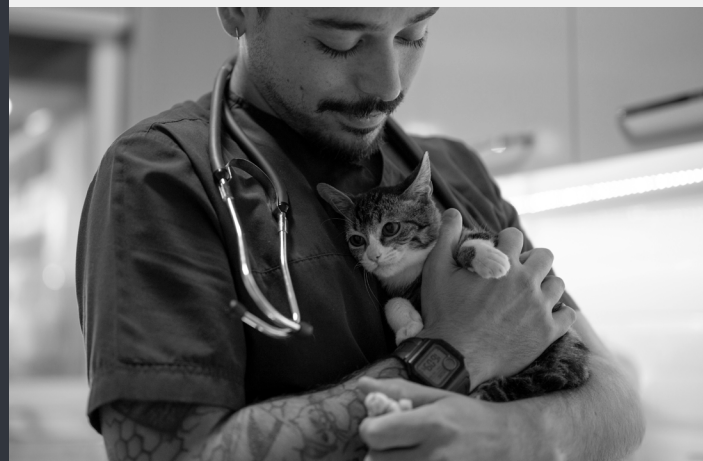
New technology has a positive impact on hospital workflows, but only if everyone in your practice is on the same page. Sit down with your team to figure out what's changing, like workflows, protocols, appointment types, or pricing. Making everyone feel heard is valuable. So make a game plan for rolling 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 Analyzer?

"The IDEXX inVue Dx is going to make such a difference for ear rechecks. We're setting up a protocol where our ear rechecks are tech appointments. They collect the sample, run the test, and consult the doctor on next steps. It's more cost-effective for clients and should make follow-ups so much easier to schedule."

"Instead of charging separately for blood morphology, we're going to bill it like a reflex test—including a fraction of the cost into the CBC price for everyone. So when there is an abnormal result, we can just run the test without needing to explain extra fees to the client. It's a small change but will have a big impact."



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 utilize new tech.

Team check-ins.

Checking in with your team is key to making the IDEXX inVue Dx® Cellular Analyzer 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 recognize team members who go the extra mile—it makes a difference!

Stay flexible.

Be realistic: technology rollouts rarely 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.

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"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."

"We plan to offer a discount on the entire bundle to increase compliance. We'll combine the initial visit, the recheck, and both cytology tests into one upfront price. It makes everything more straightforward for clients and encourages them to stick to the full treatment plan. Plus, it's a little more affordable that way."



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.
- + Hang some posters with QR codes leading to helpful 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 techs. Earn 1 CE credit while mastering the basics!
- + Get your team up to speed with a hematology refresher. *The ABCs of the CBC* webinar explains how CBC and blood morphology work together to give you a full hematology report. It's available on demand and worth 1 CE credit.
- + Check out the *Don't Fear the Ear* recorded webinar—everything you need to know about ear infections, diagnostics, and making rechecks simple with the IDEXX inVue Dx analyzer.

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

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