

# Ambient Listening

Utilizing our AI technology to transcribe your daily appointments and create a comprehensive and accurate SOAP note will improve productivity and allow veterinarians to focus more on patient care.

## Using Covetrus® AI Ambient Listening

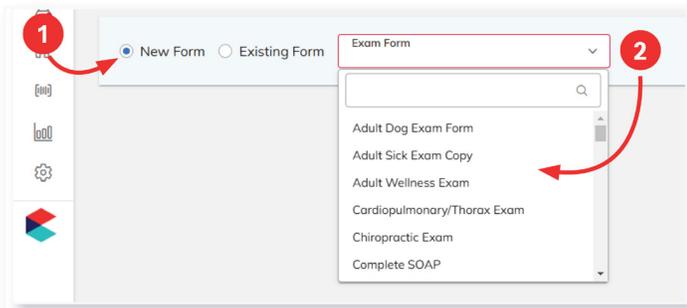
To utilize ambient listening, follow the process below:

### Locate medical record

- Use the **search bar** at the top right of the application to lookup the **patient's name**.
- Click the **patient's name** to open the medical record.

### Open a new Exam Form

- Under **Quick Links**, click 
- Select a provider from the **drop-down** and click 
- Set the toggle to **New Form** and select a form from the **drop-down** menu.



- Click 

### Record the exam

- Locate the **Covetrus AI** section of the Exam Form.  
*AI will be indicated by the  symbol within the application.*

- Inform the client that you will be recording the session and **check the box** once you have gained their consent.

I have confirmed the clients consent for recording

- Click  to begin.

- Once you have completed the exam, click  to create the transcription.

### Pausing the recording

If at any point you need to stop the recording, click the microphone button to pause and resume.

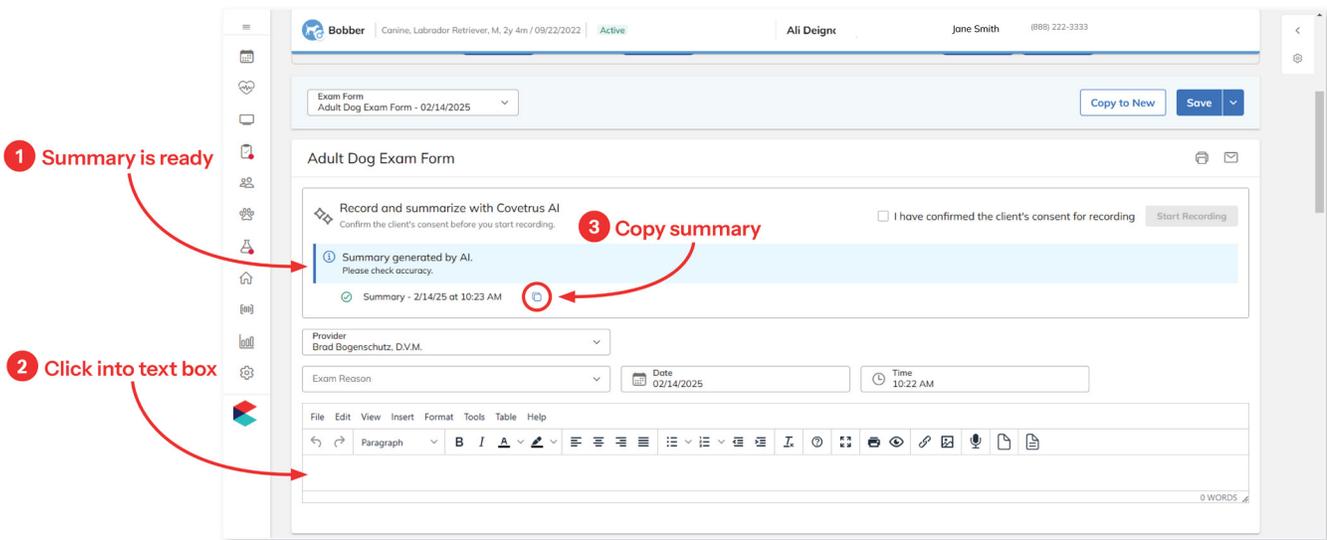


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## Save transcription

Once you have clicked to generate summary it may take 5-7 minutes to load. Feel free to navigate away from the page while the summary is being generated and come back when ready.

- Refresh the page. When the summary is available a banner will display.
- Click into the first box in the exam form.
- Click  to copy the transcription to the exam form.



- Review and update the **SOAP** note as needed.
- Click 
- Please review AI-generated SOAP note for accuracy.

