

Vedi®

The cloud health platform,  
locked to the pet's microchip

# The Vedi Adoption Playbook

Manage change with confidence: scripts  
and shortcuts for rolling out Vedi smoothly  
and getting your team on board.



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# Welcome to the Vedi community!

We're so glad  
you've joined us!

If you've been tasked with rolling out Vedi in your clinic, it's understandable if you're feeling slightly overwhelmed.

Change is tricky. Clinics are hectic. And trying to introduce something new while everyone is always busy handling consults, emergencies, and calming stressed-out clients can feel like trying to herd cats.

But we've done the hard thinking for you: this guide breaks everything down into manageable steps so you don't have to figure it out all by yourself.

This isn't a training manual; think of it as your cheat sheet for change. You don't need to be a tech expert or have lots of free time (what's that again?), just this guide and our team who are always on hand to support you.

Let's get Vedi working for your team, without the chaos.

You've got this, and we've got you.



# What is successful change management?

A good change management process starts before the change even begins.



It starts with a clear vision: why this change is happening, how it will help, and what it means for the day-to-day. From there, it involves identifying key people (like champions or super users), preparing your team with the right resources and training, and making space for questions, feedback, and even a bit of resistance.

Regular follow-up is essential: checking in, troubleshooting, celebrating the wins, and making sure the change becomes part of your clinic's new normal.

In a busy clinic, successful change management means minimal disruption to patient care, clear communication across the team, and staff who feel supported (not blindsided).

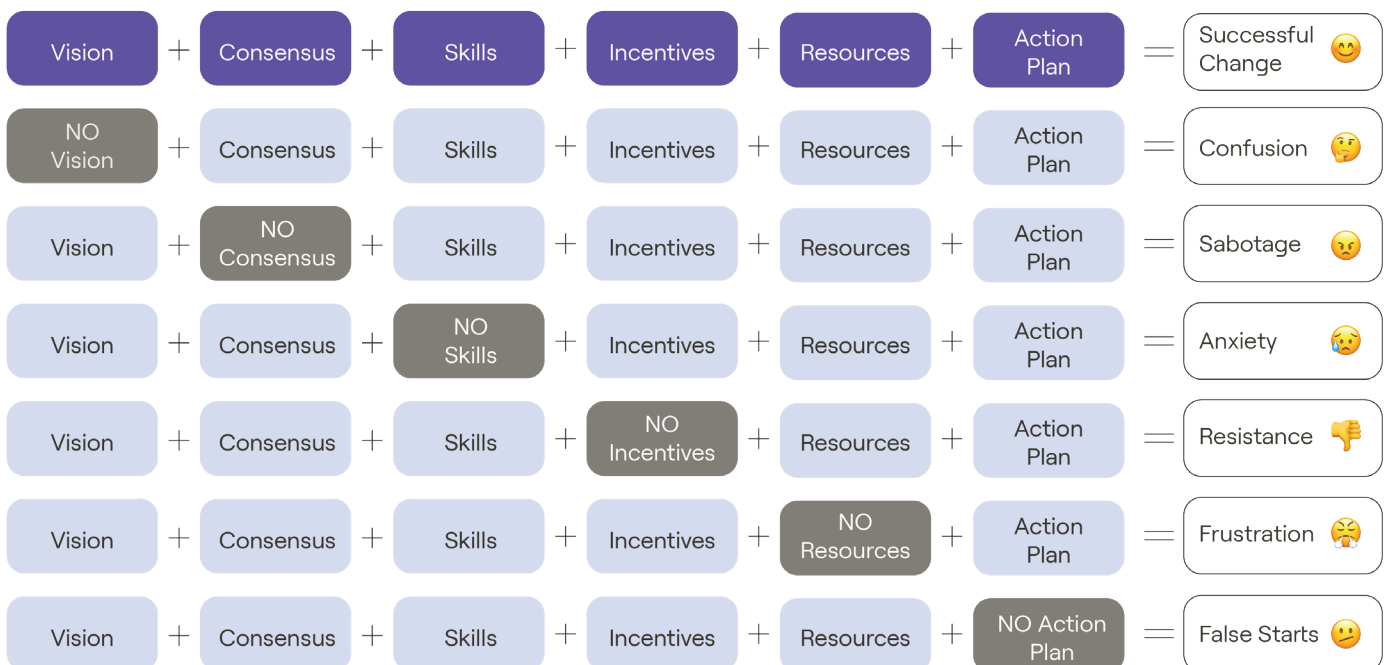
Successfully applying Vedi in your clinic is all about setting your team up for small, manageable wins. Vedi is designed to slot into your existing workflows so the focus should be on showing your staff how it makes their day easier, not harder.

When your staff feel supported and can see the value, Vedi becomes less of a "new system" and more of "how we do things now."

# A framework for managing change

Managing complex change isn't easy. But we're here to make you feel prepared and ready to take on your next change initiative without needing a therapy session afterwards.

This diagram below? It's going to be your best friend for the next few weeks. It helps you visualise every step of the process and understand why people might be feeling or behaving a certain way if their needs aren't being met once this process is underway.



THE LIPPITT-KNOSTER MODEL FOR MANAGING COMPLEX CHANGE

The diagram shows six main elements you need to consider to successfully take your team from “ugh, we don't want this” to “this actually helps us do our job so much better”.

If any one of these elements is not addressed, it can significantly slow down the change process, leading to confusion, anxiety, resistance, frustration, or false starts. Negative sentiments can quickly spread and affect staff morale, which is tough to reverse.

This framework helps you get ahead of the chaos, so things run (mostly) smoothly and your team isn't blindsided. Instead of putting out fires or managing meltdowns, you'll be saving yourself lots of time and unnecessary stress.

You'll be so glad you did this, let's go!

# 1. Start with the vision

Step one: always start with the vision. Seems obvious, right? But you'll be surprised how many people don't do this.

It's like asking your team to put a puzzle together without seeing the picture of it first.

Ask yourself this: what future do you want to see after the change is implemented? That's the vision you need to communicate.

It needs to be clear, compelling and well-defined so that everyone can see the role they play in it. Ideally, you'd want to make everyone on your team feel involved and excited for this future because they can see how it will make things better for them and the clinic.

# How to tell your staff about Vedi

Choose what best matches your reason for adopting Vedi from the options below or formulate your own vision statement using the template on the following page.

**You want to streamline and digitise clinic workflows:**

We're adopting Vedi to streamline our vaccination, pathology and microchip registration workflows, so you spend less time on admin and more time on patient care. It'll help you work faster while cutting down on errors. We'll know it's working when tasks take seconds, not minutes, paper handling disappears, and the clinic runs smoothly even on busy days.

**You want to improve and digitise your clinic's vaccine records:**

We're replacing paper vaccine certificates with digital vaccination records issued instantly through Vedi. This will help clients access them anytime, anywhere through their email. We'll know it's working when clients tell us they prefer this new system, and we receive less calls about re-issuing lost certificates.

**You want better patient records and to process more microchip registrations:**

We'll be using Vedi to instantly identify unregistered pets in our system, automate microchip registration, and create an additional revenue stream from registering microchips for clients. We'll know it's working when scanning and registering microchips become an essential part of our patient check-in workflow, and our patient records are always accurate and up to date.

You want to transform your pathology workflow:

We'll submitting pathology requests to [name of pathology lab] through Vedi. This will eliminate pathology paperwork, writing on tubes and calling couriers. We're doing this to simplify the process, ensure correct sample matching, and get faster turnaround from labs.

You want to improve and future-proof your clinic record-keeping:

We're shifting toward a universal pet health record system called Vedi because we want to be ready for the future of vet care. Having one connected record for every pet means fewer errors and overall better care our patients. Through Vedi, medical data stays locked and attributable to each patient, and it all easily syncs with our PIMS.

Creating a digital medical hub that connects to your practice software

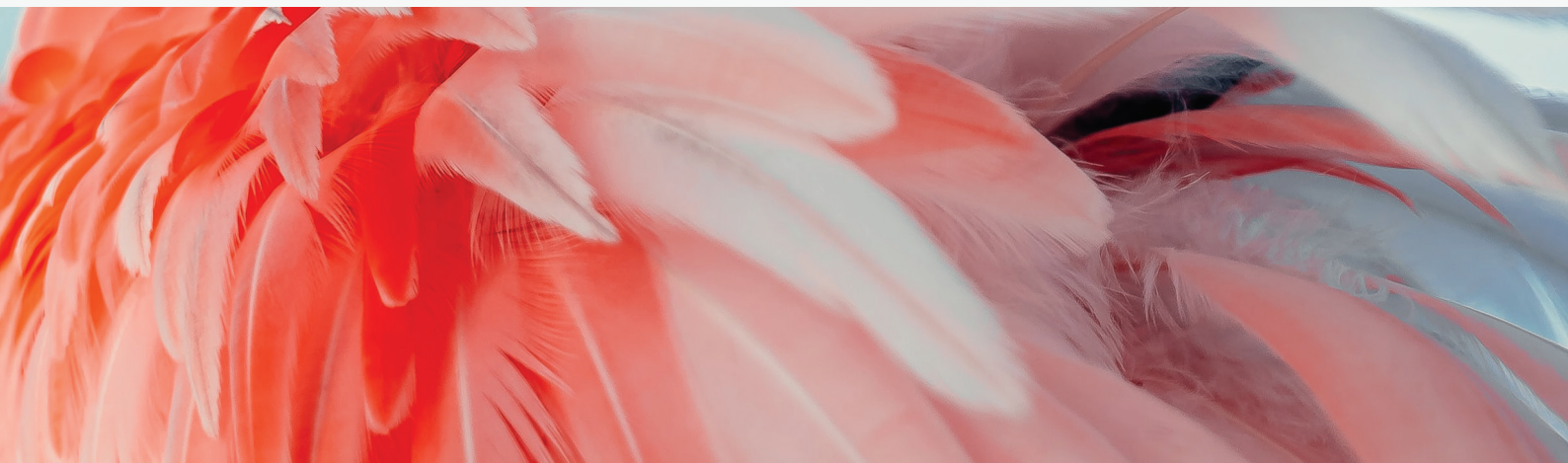
We're connecting to Vedi to create a single digital hub for key procedures like vaccinations, pathology, and microchip registrations. It easily syncs with our PIMS, allowing us to centralise patient info for ER communications and consult summaries. It will cut down on duplication, reduce tool-switching, and make things faster for staff and clients.

Equine workflow support in the field

We'll be using Vedi to identify horses and manage Hendra status, vaccinations, and pathology digitally, right from the field. This will give us faster, more reliable access to each horse's history, even during farm or event visits, so we can reduce paperwork and improve compliance.



# How to write your own vision



Your vision sentence should be in three parts:

- Part 1 should answer the question: what are we doing?
- Part 2 should answer the question: why are we doing this?
- Part 3 should answer the question: how do we know it's working?

## Part 1: We're making a change....

What are we doing?

Examples:

- We're adopting a new cloud-based system called Vedi to...
- We're replacing paper vaccine certificates with...
- We're moving to a new way of tracking patient records...

Write your version:

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## Part 2: Because....

Why are we doing this?

- We want to spend less time on \_\_\_\_\_ and more time on \_\_\_\_\_.
- This will help us \_\_\_\_\_ without the hassle of \_\_\_\_\_.
- We're aiming for a clinic where \_\_\_\_\_ happens automatically or faster.
- The goal is to help clients experience \_\_\_\_\_ instead of \_\_\_\_\_.

Examples:

- We want to spend less time filing paperwork and more time treating patients.
- This will help us issue instant digital vaccine certificates with no staff time required.
- We're aiming for a clinic where pet records sync automatically. No more double entry.
- We want clients to have smooth, stress-free visits instead of long waits and always needing to recall their pet's history.

Write your version:

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## Part 3: We'll know it's working when...

What will success look like in 1-3 months? How will it feel different?

- We finally stop dealing with \_\_\_\_\_ and start benefiting from \_\_\_\_\_.
- We finally stop \_\_\_\_\_ and start \_\_\_\_\_.
- Clients get \_\_\_\_\_ and stop \_\_\_\_\_.
- Staff say \_\_\_\_\_.

Examples:

- We finally stop dealing with unclear patient histories, and start benefiting from clean, consistent records across the team.
- Clients get clear updates and digital records and stop calling back because they're confused or missing something.
- Staff say it's easier and faster than before.

Write your version:

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## Putting it all together

Combine the three parts above to form a full 1-2 sentence vision statement that you can share with your staff.

## 2. Get consensus

Once you are confident that you can communicate your vision, it's time to tell your team. This is where it can get tricky. It's rare that you'll get everyone on board from the get-go.

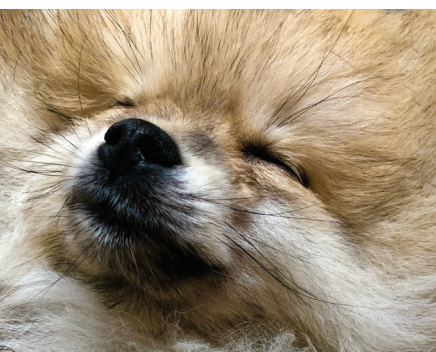
Some people will feel threatened by the change (they may think it will make their job redundant or feel their sense of importance at work would feel diminished).

Some people simply don't have the headspace to learn a new system. And some people will nod during the meeting then just not do anything you ask of them (maybe they just wanted the free Tim Tams).

The main role you will play here is Chief Reassurance Officer. Your job is to validate their feelings, anticipate objections, and address them quickly.

# How to get consensus from your team

There are three main things you can do.



## 1. Assess who will be receptive to the change and who may not be.

Before you talk to your staff, have a quick think about who your biggest supporters could be and who may be the biggest resistors. You'll need to work a little harder on winning the resistors over, but the extra effort you expend here will pay dividends later (see worksheet on pages 13-14).

## 2. Prepare for objections

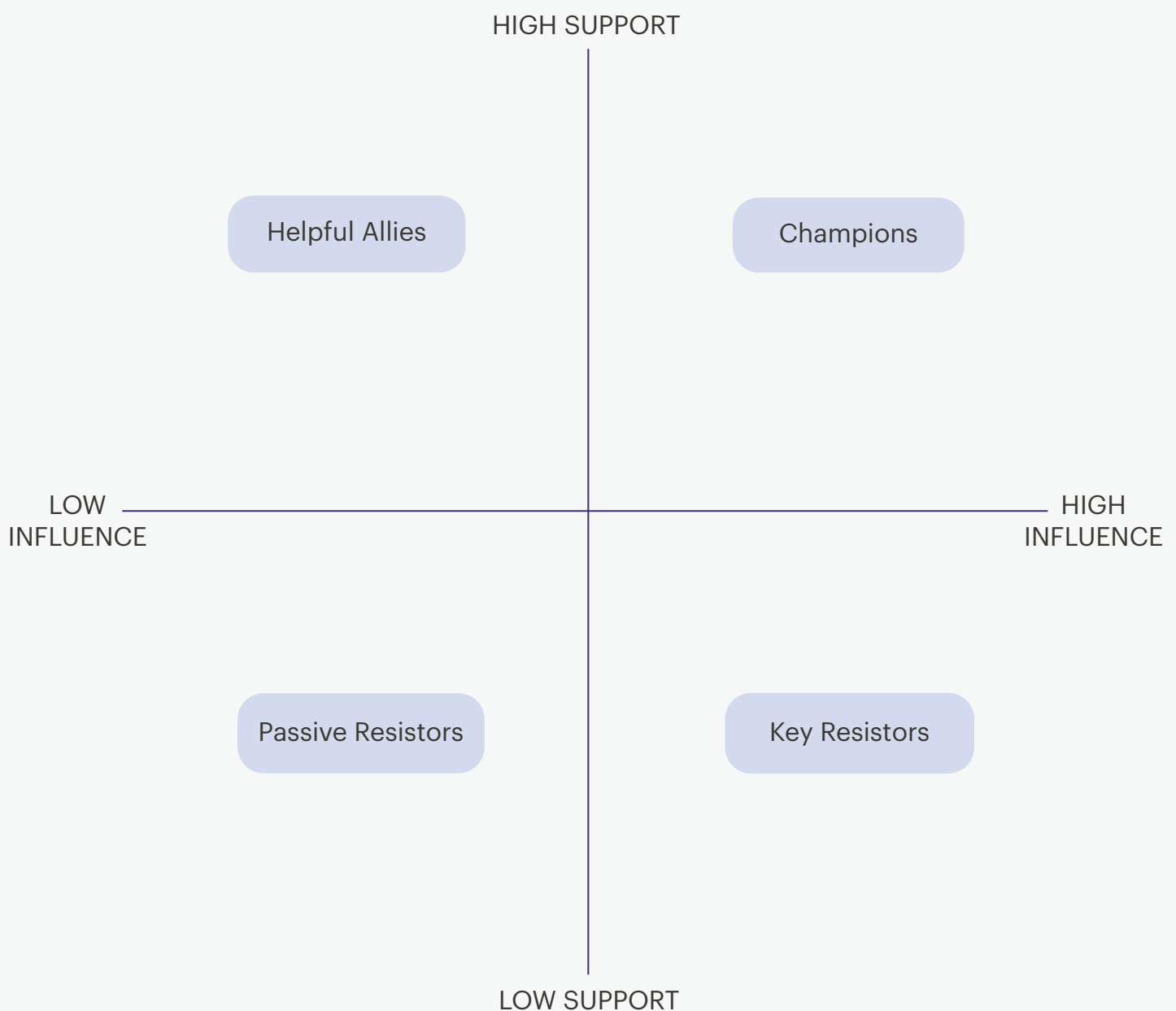
Think about the objections you might encounter and figure out how to counter them (see pages 15-16). This will be important for the next step.

## 3. Organise a meeting with your whole team

The meeting should give your staff a way to feel heard, but it needs to be deftly managed, so it doesn't become a forum to air out every grievance. Remember – your objective here is to introduce the change and set the tone for how the transition will be managed. Keep the conversation focused on this one topic, acknowledge concerns without getting derailed, and make sure your team leaves with a clear sense of what's coming next. See page 17 for a structured meeting agenda to help you with this.

# Map your team

Write names in the quadrants based on the level of influence people have within your team (influence is not necessarily based on seniority) and what amount of support you anticipate you'd get from them for the change you want to implement.





Once you know roughly who falls into which of these four categories, you can adjust your communications style for each group in a way that can best make them feel heard, win them over and achieve consensus.

#### CHAMPIONS (High influence, high support)

- Likely leaders, respected team members, vocal advocates
- Action: Involve early. Ask them to participate in/ lead a demo for the team or training or become Vedi superusers who can train others.

#### KEY RESISTORS (High influence, low support)

- Influential but sceptical or resistant to change
- Action: Listen to concerns. Speak to them 1:1. Show how the change solves their specific problems. Show them videos of the tool/software to help them visualise how it works. Win them over early.

#### HELPFUL ALLIES (Low influence, high support)

- Eager to help but not decision-makers or influencers
- Action: Empower them. Give them change leader roles within their respective departments (e.g. front-of-house) and ask them to report back on progress. Congratulate their efforts. They can reinforce change peer-to-peer.

#### PASSIVE RESISTORS (Low influence, low support)

- Unengaged or quietly resistant; may just “go along”
- Action: Keep informed. Don’t ignore them. Use nudges like quick wins to bring them along. Make sure you regularly acknowledge their contribution however small.

# Objection-handling cheat sheet

You may hear quite a few objections when you first introduce the change. It's only natural for people to be resistant at the beginning. Change (as you well know) is hard!

## Some common objections you might hear:

- "We don't have time to learn this"
- "Customers won't care about this"
- "I don't see how this will help us treat our patients better"
- "This seems way too complicated/difficult"
- "We have other more important issues that need to be addressed"
- "If it isn't broke, don't fix it"
- "This looks like a lot more work for nurses/reception/vets"

## How to address objections effectively:

### 1. Acknowledge their concern:

Rephrase their objection or repeat their words back to them. This helps them understand that you're really listening: "You're concerned that this is just another system that we'll stop using in a month" / "I hear you, you're frustrated."

### 2. Emphathise why they might feel this way:

Try and put yourself in their shoes: "We've all been subjected to fancy new tools that come and go and interrupt our work." / "I can see how you feel this might disrupt your work."

### 3. Provide reassurance:

Help them feel better about the situation: "This time's different. It's solving real issues we deal with daily. I'm fully committed to the roll-out, and we're doing it with training, support, and a plan." / "This will make a huge difference to your workflow and help you provide better care for your patients."

### 4. Optional: mention the next step

Tell them how they'll be supported throughout this change: "I'll give you weekly progress updates on where we're at on implementation / How about we sit together tomorrow and discuss exactly how this change will improve your role?"

## How to respond to specific objections about Vedi:

**“We don’t have time to learn something new.”**

I hear you, adding something new can feel overwhelming. That’s exactly why we’re rolling this out with simple training, step-by-step support, and only what you need to know to start.

**“Customers won’t care about this.”**

You’re wondering if this will even matter to clients. That’s an important point to consider. Faster visits, instant digital certificates, and fewer errors are things our customers will definitely notice and appreciate.

**“I don’t see how this will help us treat our patients better.”**

You’re focused on patient care, and this feels like more admin. It may seem like that at first but implementing Vedi will result in much better records, faster access to patient history, and less manual data entry which means we can spend more time on caring for pets.

**“This seems way too complicated / difficult / like more work.”**

You’re worried this is going to be too much to learn or manage - I get it. But Vedi is simple and intuitive to use, and we’re not throwing you in the deep end. We’ll go at a steady pace and their team is always on hand to support us when we get stuck or have questions.

**“We have other more important issues that need to be addressed.”**

You feel like now isn’t the right time because other things are urgent? Completely understandable. But adopting Vedi will actually help by improving the accuracy of our patient records and cut down on lots of admin, which frees up time for us to tackle everything else.

**“We’re doing just fine with our current system, why change it?”**

You’re thinking our current system works well enough. That’s fair, but this upgrade keeps us ahead of future problems and because it integrates with a lot of vet care providers, it minimises the effort we’ll need to put in to learning other systems.

# Plan your team meeting

It's time to organise a meeting to introduce Vedi and what's going to change to your team. Firstly, keep it short—you don't want them to feel overwhelmed.

For a 20–25-minute meeting to get team consensus, you want to:

- Reinforce why it matters
- Acknowledge concerns early
- Create space for buy-in
- Assign small next steps

Here's a tight, focused agenda to follow:

## 1. Why we're here, and what's changing (5 mins)

- Introduce the change (your vision statement from chapter 1 is perfect for this)
- Talk about what's changing and what will stay the same
- Share frustrations you're going to be solving with Vedi (bonus points if these are pain points that the team has raised before).

## 2. What it means for every role (5 mins)

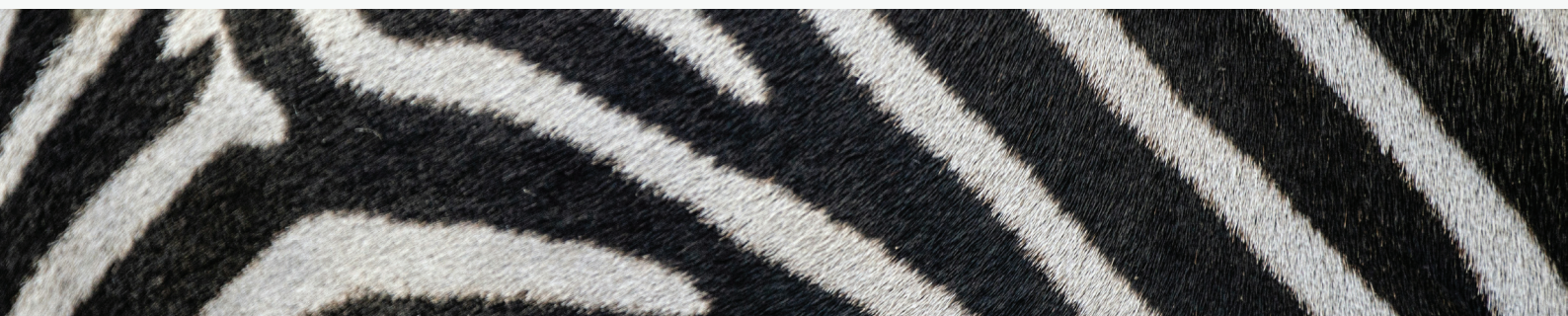
- Go role by role: what vets, nurses, receptionists, etc. will actually use/do once Vedi is implemented (see page 19)
- Highlight that training will be practical and staged
- Share support resources (Vedi support number & email, buddy system, cheat sheets, etc.)

## 3. Open floor: questions + feedback (5-10 mins)

- Invite honest thoughts: "I'd love to hear your feedback."
- Address concerns calmly, using your objection-handling sheet if needed

## 4. Next Steps (5 mins)

- Share what happens next (e.g. "We'll start training next Monday," or "We'll test with one shift first")
- Thank the team: "This only works if we do it together, and your input shapes how we roll it out."



# 3. Equip your team with skills

Your next step should be to give people the know-how to implement the change.

In busy clinic settings, a lot of resistance to change may stem from the fact that staff feel that they simply don't have the time or headspace to learn something new.

Even your most willing team members can get anxious if they think a steep learning curve will slow them down or make them look like they don't know what they're doing.

Don't let this discourage you. Veterinary professionals are no strangers to change. Adding Vedi to their workflow is not a tough ask. And luckily with Vedi, there are no complicated skills to learn, just straightforward steps designed to work with the rhythm of a busy clinic, not against it.



# Typical Vedi responsibilities

A chart to show how different clinic roles use Vedi



## Vedi Responsibilities Chart

Click the box above to view the chart on Google Sheets or type this url into your browser:

<https://ap1.hubs.ly/y08s-H0>

(To make a copy, click 'make a copy' from the dropdown menu under the File tab on the top left)

Use the chart to quickly see how different clinic roles typically use Vedi across key tasks, and what things your staff will learn how to do.

While you may decide to divide responsibilities differently across your staff (there's no hard and fast rule that receptionists are the ones that must scan pets in, for example), it provides a clear guide to who's more likely doing what, and where Vedi fits into their day-to-day.

# How to train your staff on Vedi

Manageable methods that won't derail a busy clinic schedule

## Lunch-and-learns

Quick, informal training sessions during lunch where the team can see the tool in action while they eat. No extra time needed outside the day.

## Shadowing

Pair up a confident user (the first user may need to be you!) with someone new so they can learn by watching real workflows during consults, not just in theory.

## Cheat sheets

Simple, printable guides with screenshots or step-by-step instructions stuck on the wall, desk, or other common areas for easy access.

## Mini role-based demos

5–10 minute refreshers for nurses, vets, or reception staff during slow times of the day showing exactly what they'll use and when, tailored to their flow.

## Start-of-shift refreshers

Take 2 minutes at the morning huddle to highlight one feature or common question — bite-sized learning that sticks.

## "One task, one win" challenges

Let each team member try just one task (e.g. scanning a microchip or logging a vaccination) with low pressure and instant feedback.

# 4. Create incentives

While it may sound slightly over-the-top to think about incentivising your staff for something as (seemingly) simple as introducing a new tool, it's not going to be like a mobster movie scene where people will look at you and say: "What's in it for me?" while slowly swivelling in their chair like a low-stakes villain.

However, you definitely should be thinking, "what's in it for them?"

Incentives are the motivators or rewards that encourage your team to not only accept change but actually engage with it.

The point isn't to bribe people; it's to show that you value their time, energy, and willingness to do things differently.  
In a busy clinic, that's no small ask.

# Intrinsic motivations worksheet

Incentives play a key role in encouraging your team not just to accept change, but to actively engage with it. These can be intrinsic, like building confidence, learning new skills, or feeling appreciated—or extrinsic, such as a promotion, vouchers, or small bonuses or team lunches (free food is always a winner). Both types matter, but intrinsic motivation is what truly sustains long-term engagement.

People are motivated by different things, so understanding what drives each team member is crucial. When you tap into the right incentives, change becomes something that makes their job feel better, not harder, and you're far more likely to see lasting results.

TYPE OF INTRINSIC MOTIVATION	ADD NAMES OF TEAM MEMBERS HERE WHO FIT THIS PROFILE	WAYS TO KEEP THEM ENGAGED
<b>Autonomy:</b> likes freedom to do things their own way		Give them some flexibility or options in terms of when and how they can start implementing the new change into their work.
<b>Mastery:</b> enjoys getting really good at things and being at the top of their game		Offer opportunities to become a “go-to” person or trainer for the new tool. Connect them with the Vedi support team for usage tips.
<b>Purpose:</b> wants to feel that their work matters		Link the change to improved patient care, animal welfare, or team well-being.
<b>Recognition:</b> feels valued when appreciated		Publicly or privately acknowledge their effort, even for small wins. Words of encouragement matter a lot to them.
<b>Connection:</b> cares about fulfilling relationships and feeling involved		Involve them in cross-role projects or buddy systems so they can support others and feel less isolated in their learning journey.
<b>Curiosity:</b> loves learning new things		Let them explore features first and ask for their input during testing. Involve them in cross-role projects or buddy systems so they can support others.
<b>Integrity:</b> cares about delivering high-quality work		Emphasise how the new system reduces errors, improves standards, and supports clinical excellence.

# 5. What resources do you need?

This step helps you figure out what you actually need: time, staff capacity, training plans, tech access, and maybe a few extra calming treats (for humans, not just pets).

Without the right resources in place, you're likely to hit roadblocks and delays, which can cause a lot of frustration.

Giving your team what they need shows you're serious about the change and not just tossing reminders at them between consults and expecting magic.



# Resources checklist

Use this checklist to make sure you've got the right building blocks in place to support a successful rollout of Vedi in your clinic.

## Technology and tools

- ☐ Arrange for any software integrations or hardware deliveries. Make sure everything is set up before you start training. We've got a detailed action plan for you to follow on page 27.
- ☐ Once you go live, use a simple tracking tool (e.g. checklist or spreadsheet) to monitor who's already been trained on Vedi and is comfortable with using it, and who needs further support.

## Financial

- ☐ Set aside a small fund for printouts, signage, or incentive rewards (e.g. small gift cards) or fun snacks.

## Communication channels

- ☐ Set up a communication channel (using whatever you're using for your staff already – Teams, Whatsapp, Slack, etc.) specifically for the Vedi roll-out to share updates, progress and words of encouragement
- ☐ Keep a physical "What's Changing?" board visible to all staff and add your vision statement to it, as well as the expected roll-out time period and anticipated go-live date.
- ☐ Create a space for anonymous questions or feedback (e.g. suggestion box or form)

## Change agents and champions

- ☐ Recognise and support early adopters with shout-outs or small rewards.
- ☐ Invite champions and helpful allies to help lead mini trainings or share tips during staff meetings. Use their feedback to improve the rollout as they're closest to the day-to-day impact
- ☐ Keep champions visible. A sticker, badge, or team board helps signal who to go to.

## Time

- ☐ Set a realistic go-live date. Don't rush rollout during busy periods but don't drag it on for too long either or you will struggle to gain momentum. A two-week period from the time you receive Vedi hardware to going live is usually a good benchmark.

# 6. Action plan

This is where everything comes together – where all that effort you put into planning steps 1–5 come into fruition.

Most people start at this step but then inevitably run into resistance and/or frustration from the team.

But not you!

You've laid the groundwork, involved your staff early on, and now you're set up for a smooth rollout that you are all prepared for together as a team.

# Vedi setup: your 5-step action plan

There are five distinct phases to setting up and implementing Vedi in your practice:

1. Get your team aligned:

Notify the team and appoint a Vedi champion/superuser

2. Organise your hardware:

Receive Vedi devices and consumables (if applicable)

3. Connect your clinic systems:

Integrate with your practice management software and ensure IT is informed

4. Configure your Vedi setup:

Account, hardware, and partner integrations

5. Train and activate your team:

Create individual accounts, deliver training, and support first use

Use the list on the next page to check off tasks, or stay on track with this editable Google template that we've prepared for you. Click on the box below or type this url into your browser: <https://ap1.hubs.ly/y08sZM0>  
(To make a copy, click 'make a copy' from the dropdown menu under the File tab on the top left).

Vedi Action Plan



# Vedi setup checklist

## 1. Get your team aligned

- ☐ Notify your team of the change by setting a consensus meeting (see page 17 for a sample agenda)
- ☐ Appoint a Vedi superuser. To make the rollout smoother, we recommend choosing one main point of contact for Vedi—someone we can support, train, and keep in the loop with updates. This is usually the person leading the change (i.e. you), or someone on your team who's ready to champion it alongside you (see page 13).

## 2. Organise your hardware

- ☐ Shortly after sign-up, you'll receive the Vedi hub and scanners in the mail. Vedi hubs require an active ethernet port and a power source in a central position in the practice or front desk.
- ☐ If you've signed on to our pathology module, you will also receive barcoded consumables from us.
- ☐ Make sure the clinic devices (iPads and mobile phones) you'll be using for Vedi are updated to their latest software versions to prevent any syncing or sign-in issues.

## 3. Connect your clinic systems

- ☐ Integrate your project management software (PIMS). We will give you detailed instructions on how to do that, or you can [check out the instructions we've already included in our help centre.](#)
- ☐ Notify your third-party IT company that you are connecting to Vedi.

Example email to send: We are using a veterinary software integration platform called Vedi that requires access to our practice network and software to sync data. Please ensure that any firewalls, antivirus software or network restrictions allow outbound and inbound communications for the Vedi system. The device is trying to access [name of PIMS] via the address [PIMS url]. If you need more specific details please contact support@vedi.io.

Note: ask our support team for the exact PIMS url.



# Vedi setup checklist

## 4. Configure your Vedi setup

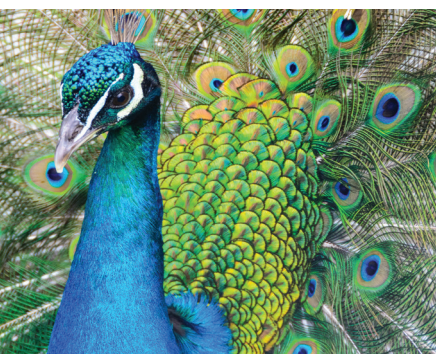
- ☐ Activate Vedi hub and scanners and create your Vedi admin user and practice account. Here's an easy [step-by-step guide](#) to follow.
  - ☐ Connect your practice software to Vedi. Follow the 'Vedi integration' instructions under the relevant PIMS name on this [page](#).
  - ☐ Activate any required partner integrations (for example for sending pathology submissions to Gribbles or registering microchips with Central Animal Records) through the Vedi portal.
  - ☐ [Allow patient data sharing](#) with ER hospitals through the Vedi portal (if you so choose).
  - ☐ Conduct your first microchip scan to test that everything is working. To do that, you can [follow these instructions](#).
- 

## 5. Train and activate your team

- ☐ Organise a training session with Vedi for your nominated superuser by contacting our support team.
- ☐ Set a training plan for the rest of your staff according to what suits your practice best (see page 20 for ideas).
- ☐ Create accounts for your team members. All staff need an individual account for security and to sign off on submissions. To do that, go to the 'Team' tab on the Vedi portal, then click on 'invite code management'. This will generate a unique QR code for your practice. You can print the QR code or share on screen during a training session for staff to scan. This will then enable them to set up a user account.
- ☐ Go live and start scanning every patient! We recommend going live the same day or week that most staff receive the training, so it's still fresh in their minds.

# You've got this (seriously).

And we're right here with you.



Rolling out a new system in a busy clinic isn't for the faint of heart.

Making it through this guide shows that you care deeply about doing it right for your team, your clinic, and your clients (both human and furry).

You've taken the time to plan, prepare, and support your team, which already puts you way ahead of most people. Sure, there might be a few bumps along the way (because there always are), but that doesn't mean you're doing it wrong. Change is rarely perfect, but with the right approach, it can be a lot less painful and a lot more impactful.

So give yourself a big pat on the back, you're doing a great job!

We'll be checking in with you but do keep us posted on how things are going at [support@vedi.io](mailto:support@vedi.io). We love hearing your wins, your feedback and suggestions, and even the funny mishaps.

Staying connected helps us keep making Vedi better for you and your team. You're part of the Vedi community now, and we're genuinely excited to be on this journey with you.



# How we can support you

When it comes to rolling out Vedi, we've got your back.



Access our help centre by scanning this QR code

Check out the [help centre](#) on our website, or the frequently asked questions ([FAQs](#)).

Get in touch with our support team if you have any questions:

[support@vedi.io](mailto:support@vedi.io)  
[+61 \(08\) 6280 2054](tel:+610862802054)

Ask us for extra guidance, training materials or hands-on support that might help make your Vedi rollout smoother.

Follow us on social media for regular updates:

[Linkedin](#)

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# Notes

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This guide is intended for personal use within your clinic. You're welcome to photocopy it for internal use, share tips with your team, or stick it up in the break room.

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