

AI in Aftercare: Balancing the Risks and Rewards to Drive Compliance and Practice Growth

1. The Louisiana Practice Act & Record Compliance Deficiencies (00:00 – 00:10)

- **The Regulatory Mandate:** The statutory obligation to maintain complete, accurate, and legible patient files under LAC 46:LXXXV-701.
- **The Ambient Shift:** Defining ambient technology as a passive, non-intrusive administrative tool that captures clinical conversations seamlessly in the background without manually typing shorthand commands.
- **The Hallucination Trap:** Analyzing the legal risk of AI language models misinterpreting clinical shorthand and client communications; establishing a protocol that the AI is the scribe, but the licensed professional is the final legal reviewer.

2. Using AI to document Informed Consent and Reduce Liability in Aftercare Communication (00:10 – 00:20)

- **Documenting Informed Consent:** Utilizing ambient listeners to capture exact verbal agreements regarding pet aftercare decisions, euthanasia protocols, and financial constraints in high-stress emotional environments.
- **Mitigating Practice Risk and Enhancing Client Trust:** Securing an unedited, contemporaneous record of explicit aftercare instructions (private vs. communal cremation) to insulate the veterinary facility from civil liability under Louisiana pet property statutes (La. R.S. 8:907).
- **Retention and Loyalty Psychology:** Un-tethering the practitioner from a computer keyboard during sensitive end-of-life consultations. Using absolute presence to build trust, preserve client goodwill, and ensure multi-generational client return when the family is ready for a new pet.

3. Practice Growth (00:20– 00:25)

- **Using AI to Help Unlock Clinical Capacity:** Reclaim time to drive core business growth.

4. Interactive Knowledge Forum & Scenario Review (00:25 – 00:30)

- **Live Q&A Session:** Addressing questions regarding the use of AI in end-of-life and aftercare conversations with veterinary clients.