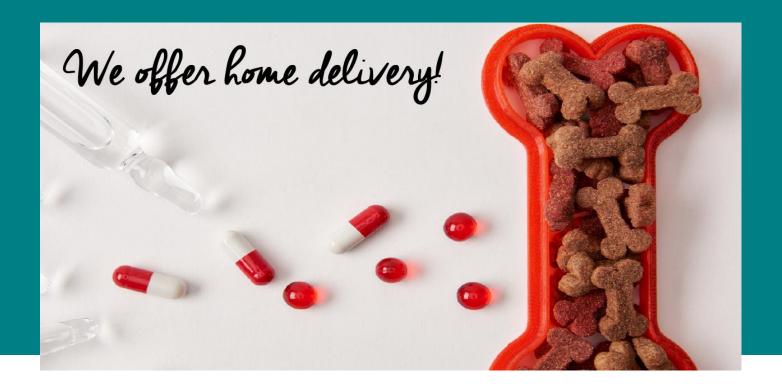


Getting Started with Home Delivery

A hospital's guide on enrolling with an online pharmacy





How to Get Started

- 1. Schedule an Introduction to Home Delivery call with Stephanie Abrego
- 2. After the call, Stephanie will reach out to Covetrus and/or Vetsource to coordinate demos of their platform for you
- 3. Schedule and attend demo with vendor
- 4. Decide which vendor aligns best with your Hospital needs

 NVA is partnered with both Covetrus and Vetsource, but the decision of what vendor to enroll with is

 completely up to you. See page 3 for the differences between the two vendors
- 5. Enroll with that vendor
 See page 4 for a detailed description of the enrollment process
- 6. Schedule training for all Hospital team members with vendor
- 7. You can find more information about Home Delivery, talking points, checklists, marketing material, etc. on <u>GP Connect</u> (password: woof2020)
- 8. For additional support, please contact Stephanie Abrego (Stephanie.Abrego@nva.com)



Online Pharmacy Partners







Retail Pricing: Customizable

Service Fee: 15%

Financials: Monthly reporting goes to Finance Revenue and EBITDA from each item will appear in their

appropriate GL

Shipping: Free shipping for orders above \$49

Vendor Rebates: Instant rebates are available and do not affect hospital margin

PIMS 1-Way Integration: Read capability so that PIMS data will be accessible in the Covetrus platform. Easily look up client name, pet name, pet weight, client address, etc.

PIMS 2-Way Integration: Read write capability so that order data from Covetrus will be input back into PIMS Available for: Avimark, Cornerstone, & ImproMed

Client Communication: Has the ability to send your clients personalized practice branded emails regarding promotions and instant rebates, up to 4X a month

VETSOURCE

Retail Pricing: Customizable

Service Fee: 13.85%

Financials: Monthly reporting goes to Finance Revenue and EBITDA from each item will appear in their appropriate GL

Shipping: Free shipping for orders above \$49

Vendor Rebates: Instant rebates are available and do not affect hospital margin

PIMS 1-Way Integration: Read capability so that PIMS data will be accessible in the Vetsource platform. Easily look up client name, pet name, pet weight, client address, etc.

PIMS 2-Way Integration: Read write capability so that order data from Vetsource will be input back into PIMS Available for: Cornerstone

Client Communication: Offers PetMail as a complimentary email marketing tool. You decide which emails you want your clients to receive and they send them on your behalf, up to 4X a month



Home Delivery Enrollment Process



Demo

 Vendor and Hospital Leadership Team schedule a 1 hour demo

Enrollment

 Enrollment documents are signed and handled by the vendor

Integration

- Vendor and Hospital to align on HD goals, workflows, and successful implementation strategies
- Vendor links Hospital PIMS to database
- Identify Hospital members for credentials and access level
- Schedule 1 hour training and launch date

Training

- Training for administrators on settings, reports, financials, etc.
- 1 hour training for entire Hospital team to learn platform

Launch

 Announce new online pharmacy to clients through marketing material, conversations, social media, and adding link to online store on hospital website,

Communication

• If HD email communication is enabled for clients, vendor will send client an email announcing new online pharmacy and a coupon code for their first order



Home Delivery Resources

GP Connect

 Where you can find checklists, list of active promotions and coupon codes, Home Delivery marketing materials, etc.

Covetrus Online Pharmacy Brochure

Vetsource Online Pharmacy Brochure

For any questions regarding Home Delivery or for additional support, please contact:

Stephanie Abrego
Stephanie.Abrego@nva.com

Or
Schedule a call with Stephanie on
Calendly

