

Professional Services 2025 course offerings

Sign up for a course with a Customer Success Manager to make sure your practice is getting the most out of your software.

Select your training method:



Online (Individual)
Get personalized attention for your practice with online one-on-one instructor-led training.
\$202 CAD per hour



In person
Receive on-site, dedicated training with a subject matter expert for practices with advanced needs.
\$2,647.50 CAD per day (minimum 2 days required)

Neo

Package options	Audience	Duration	Description
Neo Training	Practice managers Practice owners Lead personnel	Custom Hours	Designed for practices wanting to continue to enhance usage of the Neo software. This is a custom course that will be specific to the practice needs and goals. Neo Training can be customized for any topic within the software that the practice would like to enhance skill set towards. (Pricing same as above)

Cornerstone

Course title	Audience	Duration	Description
Change Management Workshop	Practice managers, Practice owners, Lead personnel	60 minutes	Has your team gone through a change in the past, is there a plan to change in the future, or do you just want tips and tricks to introduce any change to the team to prepare them for easing through any transition? This 90-minute course will guide your leaders through transitioning a team through change. This workshop will equip your team with tools to recognize the team dynamic by outlining different personality types and communication styles so you can utilize the SLP (Socialization, Leader Led, Peer Support) method of transitioning an entire team.
Understanding and Using Cornerstone® Reports	Practice managers	2 hours	Learn how to access and manipulate important predefined financial, patient, client, and other practice information. Managers will also learn about the most commonly requested reports as well as review recommended reports.
Advanced Reporting	Practice managers Practice owners	3 hours	During this 3-hour course, key practice leaders learn how to access customized and predefined reports in addition to other measurement features for reviewing key performance indicators, including the Performance Tracker, Snapshot, and Client Patient Report Builder. You'll also be introduced to the Cornerstone Measurement Dashboard.
Up and Running with the Electronic Whiteboard	Practice managers Receptionists Veterinarians Technicians	5 hours	The first 2.5 hours are devoted to teaching key practice leaders how to efficiently set up the Cornerstone® Software features necessary for effective management and use of the Electronic Whiteboard. During the second 2.5 hours, practice staff will learn how to use their practice's customized Electronic Whiteboard to electronically track, record, and manage patient treatments more effectively.

Course title	Audience	Duration	Description
Electronic Medical Records—Setup and Usage	Practice managers Veterinarians Practice owners	12 hours	<p>Electronic medical record setup training is a 6-hour course that can be conducted over hourly increments of your choice. In the setup phase, key practice leaders learn to efficiently set up background features in Cornerstone Software for effective management and use of electronic medical records, including user-defined prompts, instructions, and diagnostic codes. Participants will cover the electronic medical record setup, focusing on vital signs, document templates—such as digital medical notes, release forms, and other important documents—and critical practice default settings.</p> <p>Following proper setup completion, project leaders who are moving their practice toward becoming chartless or trying to improve process efficiencies will learn how to use Cornerstone Software's powerful medical record capabilities. This process is completed in multiple time segments, adding up to a total of 6 hours training.</p>
Workflow Overview Analysis	Practice managers Veterinarians Practice owners	3 hours	During this 3-hour session, key practice leaders will learn about Cornerstone Software features related to optimal workflows. You'll review Cornerstone outpatient and inpatient workflows with a Cornerstone Coach to make decisions regarding feature implementation in your practice.
Practice Manager Training	Practice managers	4 hours	This 4-hour course will guide your practice manager through the features and functionalities that Cornerstone Software offers to help you effectively manage your practice. From keeping staff information and security up-to-date through running and analyzing the correct reports, this course is a must for any manager using Cornerstone Software.
Initiating Inventory Management	Inventory managers	5 hours	<p>This course is broken down into two sessions allowing time to discuss the basic foundation of inventory setup during the first session and inventory usage during the second session.</p> <p>We will walk inventory managers through inventory management workflow with steps like creating and completing purchase orders, receiving inventory and posting receipts, maintaining quantity on hand, and other important inventory transactions as well as reviewing available inventory reports in their practice's data files.</p>
Improving Inventory	Inventory managers	3 hours	During this 3-hour, hands-on course, inventory managers will learn how to identify their Cornerstone inventory management gaps and take steps to improve quantity accuracies, inventory turns, and profitability within their practice's data files.
Measuring and Managing Compliance	Practice managers Practice owners	2 hours	During this 2-hour course, key practice leaders will learn how to set up and measure the compliance of products and services delivered at your practice.
Boarding and Grooming	Boarding and grooming personnel	2 hours	Once the Boarding and Grooming module is activated, key practice leaders will learn how to set up and use the boarding and grooming functionalities within Cornerstone Software. Topics include how to make reservations, view boarding availability, and make grooming appointments.
Multi-Location/Single Database	Practice managers Practice owners	10 hours	This 10-hour course is divided into four sessions and is designed for practices that have multiple locations and want to keep all of Cornerstone Software's data consistent at all locations. A Cornerstone Coach will walk you through the necessary setup and usage of Cornerstone Multi-Location/Single Database features.
Patient Referral Management Setup and Usage	Specialty, referral, and emergency practice managers	2 hours	This 2-hour course provides specialty, referral, and emergency practice managers with the tools they need to successfully track referring veterinarians and practices. This includes adding referring veterinarian (RDVM) information, running RDVM reports, emailing or faxing RDVMs from the Cornerstone Software, and monitoring communications to RDVMs.
Mobile Computing	Mobile practitioners	2 hours	In this course, mobile users will learn how to set up and use Cornerstone Software during appointments away from the practice. Lessons cover setting defaults and security, creating a mobile computer, using a mobile computer in the field, and checking a mobile computer back into the practice.

Training Packages

Package options	Duration	Description
Electronic Medical Records	Six 1-hour remote setup sessions plus 2 or more days on-site	Our most popular option for practices wanting to transition to electronic medical records. In the remote sessions, key practice leaders learn to set up background features in Cornerstone Software for effective management and use of electronic medical records, including user-defined prompts, instructions, and diagnostic codes. Your Cornerstone Coaches will then lead a minimum of 2 days of hands-on, in-person training for the entire hospital team to learn how to use Cornerstone Software's powerful medical record.
Up and Running with the Electronic Whiteboard	2.5 hours remote training plus 2 or more days on-site	Designed for practices that want to automate their hospitalized patient tracking. The remote course teaches key practice leaders how to set up the Cornerstone Software features for effective use of the Electronic Whiteboard and lays the groundwork for on-site training. Cornerstone Coaches will then join the entire practice staff for 2 days of in-person training on using the Electronic Whiteboard module.
Going Chartless	8.5 hours remote training plus 3 or more days on-site	For practices that want to go chartless as well as automate their hospitalized patient tracking. Remote training includes six 1-hour sessions dedicated to electronic medical record setup, including user-defined prompts, instructions, and diagnostic codes. An additional 2.5 hours trains key practice leaders how to efficiently set up the Cornerstone Software features necessary for effective use of the Electronic Whiteboard. Cornerstone Coaches will then join the entire practice team for 3 days of intensive training on how to use Cornerstone Software's powerful medical record capabilities as well as the Electronic Whiteboard.

Hardware Solutions

Services	Option 1	Option 2
Computer and Server Installation Services	<p>IDEXX Purchased</p> <p>Optimize your IDEXX practice management software experience with our installation services for your servers, computers, and peripherals.</p> <ul style="list-style-type: none"> + Remote Installation Services + Work remotely with a Solutions team member over the phone for the hassle-free installation of your IDEXX purchased server, workstations, and peripherals. + On-site Installation Services + Ensure a smooth setup process by having a Solutions team member visit your practice to install your IDEXX purchased servers, workstations, and peripherals. 	<p>Locally Purchased Workstations</p> <ul style="list-style-type: none"> + Remote Installation Services Only + Work remotely with a Solutions team member to efficiently configure your locally purchased workstation within your network. There is no service at this time for locally purchased servers.
Solutions Professional Services	<p>Wireless Network Surveys</p> <p>Let our Solutions team come to your practice to expertly assess and enhance your practice's wireless network, ensuring improved stability and performance. Note: A floor plan is required for analysis of your practice.</p> <p>This service includes Survey pre-work, including travel arrangements for the on-site visit. On-site Wireless Network Survey. Most surveys take 2-3 hours but could be longer, depending on the size of your practice. The surveys have minimal impact on the day-to-day operations. An ECSE-certified technician provides a detailed wireless network report with recommendations. Phone or virtual consultation to thoroughly review the report and discuss recommendations.</p>	

If interested, we'll connect you with our sales team to provide pricing and additional information.

To register or learn more, email ProfessionalServices@idexx.com