CONCEPT

Veterinary Hospital and Clinic Management Course: Operations, Pricing, Pharmacy and Clients

8 – 12 March 2027
London - Central London four-star



Veterinary Hospital and Clinic Management Course: Operations, Pricing, Pharmacy and Clients

Ref: 1710_26665 **Date:** 8 – 12 March 2027 **Location:** London - Central London four-star **Fees:** 23000 SAR

Introduction:

Veterinary hospital and clinic management, covering operations, pricing, pharmacy and clients, is a 1-week course for hospital directors, clinic owners, practice managers and head veterinarians, ending with a Veterinary Practice Operating and Pricing Plan for a case hospital. Companion-animal, equine and camel practices grow caseload faster than their systems, so consults overrun, ward cages sit idle or overfull, fees drift from cost and owners leave after unclear estimates. Nominees already run consult rotas, ward shifts or practice accounts and work through case studies using appointment logs, invoices and dispensing records. CoreConcept Training Center delivers this veterinary practice management course.

Course Objectives:

- Map the service lines, species mix and caseload of a veterinary hospital or clinic and set a performance baseline from invoices and appointment logs
- Design consult templates, triage rules and hospitalisation ward flow that match veterinarian and nurse capacity across small-animal, equine and camel cases
- Set professional fees from cost per consult minute, procedure bundles and wellness plan pricing, and control missed charges at discharge
- Run a veterinary pharmacy with formulary choices, ABC stock analysis, expiry rotation and a controlled drugs register with balance checks
- Track practice KPIs such as average transaction value, active client count, revenue per veterinarian and ward occupancy on a monthly dashboard
- Improve pet owner communication on estimates, consent, discharge and end-of-life care, and produce a Veterinary Practice Operating and Pricing Plan

Target Audience:

- Hospital directors accountable for the caseload, staffing and finances of companion-animal or mixed veterinary hospitals
- Clinic owners responsible for growth, fees and branch openings in private veterinary chains
- Practice management staff responsible for consult rotas, reception, invoicing and pet owner service
- Head veterinarians who share responsibility for ward routines, drug use and clinical service protocols
- Managers of municipal and public veterinary clinics responsible for service volumes, stores and budget control

Course Outline:

Day 1: Veterinary Practice Landscape, Service Lines and Baseline Review

- Companion Animal, Equine and Camel Practice Business Models
- Service Line Map for Consults, Surgery, Imaging and Boarding
- Private Chain Versus Public Veterinary Clinic Operating Structures
- Veterinary Practice Management Software Data Fields and Reports
- Baseline Review Using Invoice, Appointment and Ward Census Data

Day 2: Clinical Service Standards, Consult Design and Ward Flow

- WSAVA Global Guidelines Applied to Preventive Care Protocols
- Consult Template Lengths by Species and Visit Type
- Telephone and Walk-In Triage Rules for Emergency Cases
- Hospitalisation Sheet and Ward Cage Occupancy Planning
- Equine Stall and Camel Handling Crush Scheduling for Inpatients

Day 3: Fee Setting, Veterinary Pharmacy and Client Communication

- Cost per Consult Minute and Procedure Bundle Pricing Model
- Wellness Plan Subscription Design for Dogs, Cats and Horses
- Missed Charges Audit Between Hospitalisation Sheet and Invoice
- Veterinary Formulary Selection and ABC Stock Analysis
- Written Estimate, Consent Form and Discharge Instruction Scripts

Day 4: Controlled Drugs, Practice KPIs and Problem Cases

- Controlled Drugs Register, Safe Storage and Balance Reconciliation
- Expiry Rotation and Cold Chain Log for Vaccines and Biologics
- Practice KPI Dashboard With Average Transaction Value and Active Clients
- Net Promoter Score and Complaint Handling After Adverse Outcomes
- End-of-Life Consultation and Euthanasia Communication Protocol

Day 5: Case Study: Veterinary Practice Operating and Pricing Plan

- Case Hospital Briefing on Ward Overruns and Falling Margin
- Case Consult Template and Ward Flow Redesign Exercise
- Case Fee Schedule Rebuild and Wellness Plan Pricing
- Case Pharmacy Stock and Controlled Drugs Audit Findings
- Veterinary Practice Operating and Pricing Plan Completion

Skills You Will Gain:

- Veterinary Service Line Planning
- Triage and Consult Scheduling
- Hospitalisation Ward Management
- Veterinary Fee Schedule Design
- Formulary and Stock Control
- Controlled Drugs Reconciliation
- Practice KPI Analysis
- Pet Owner Communication

Why Attend This Course:

- Deliver a Veterinary Practice Operating and Pricing Plan to the hospital owner, chain operations head or public clinic director for approval
- Decide which service lines to expand, how long each consult should run and which fees or wellness plans to revise using practice data
- Avoid unbilled ward care, expired vaccines, controlled drugs discrepancies and lost clients caused by unclear estimates or poor discharge advice
- Share consult templates, triage rules, estimate scripts and the KPI dashboard with veterinarians, nurses and reception teams

Conclusion:

Back at work, the participant presents the Veterinary Practice Operating and Pricing Plan to the hospital owner, chain operations head or public clinic director. They use it to approve consult templates, ward staffing, fee changes, wellness plan pricing and pharmacy stock levels, and to judge whether a new service line or branch is justified. After the first quarter under the plan, the practice should compare average transaction value, ward occupancy, missed charges, expired stock and client feedback against the baseline and adjust the plan.

Frequently Asked Questions FAQ:

What should participants know before a veterinary hospital and clinic management course?

Participants should already supervise consults, a hospital ward, reception or practice accounts. A veterinary degree is not required for managers. Bringing anonymised appointment logs, invoices and stock reports from their own practice makes the case work directly useful.

How does veterinary hospital and clinic management differ from a livestock health or general clinic management course?

It treats the veterinary practice as a service business: consults, ward flow, fees, drug stock and pet owner experience. Livestock health courses cover herd disease control, and general clinic courses deal with human patients rather than animals and their owners.

Why does veterinary hospital and clinic management focus on missed charges?

Medicines, fluids and nursing time given on the ward are often recorded on hospitalisation sheets but never reach the invoice. Auditing sheets against invoices recovers income without raising fees and shows where ward recording routines need tightening.

What do participants take back from the veterinary hospital and clinic management course?

Participants take back a Veterinary Practice Operating and Pricing Plan for a case hospital, with consult templates, triage rules, a fee schedule model, a controlled drugs reconciliation sheet and a KPI dashboard ready to adapt to their own practice.