

# Professional Services 2023 course offerings

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

## Select your training method:



### Online (Individual)

Get personalized attention for your practice with online one-on-one instructor-led training.

**\$149 per hour**



### In person

Receive on-site, dedicated training with a Cornerstone Coach for larger practices with advanced needs.

**\$1945.50 per day** (minimum 2 days required)

Course title	Audience	Duration	Description
<b>Understanding and Using Cornerstone® Reports</b>	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.
<b>Advanced Reporting</b>	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.
<b>Up and Running with the Electronic Whiteboard</b>	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.
<b>Electronic Medical Records—Setup and Usage</b>	Practice managers Veterinarians Practice owners	12 hours	Electronic medical record setup training is a 6-hour course that is conducted over two sessions. 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.  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 6 hours of training over two sessions.
<b>Workflow Overview Analysis</b>	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.
<b>Practice Manager Training</b>	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.

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<b>Initiating Inventory Management</b>	Inventory managers	5 hours	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.  We will walk inventory managers through inventory management work flow, 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.
<b>Improving Inventory</b>	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.
<b>Measuring and Managing Compliance</b>	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.
<b>Boarding and Grooming</b>	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.
<b>Multi-Location/Single Database</b>	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.
<b>Patient Referral Management Setup and Usage</b>	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.
<b>Mobile Computing</b>	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.

Package options	Duration	Description
<b>Electronic Medical Records</b>	Two 3-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.
<b>Up and Running with the Electronic Whiteboard</b>	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.
<b>Going Chartless</b>	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 two 3-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.

To register or learn more, email [ProfessionalServices@idexx.com](mailto:ProfessionalServices@idexx.com)