



TRUSTED FOR 40+ YEARS · FAMILY-OWNED & OPERATED

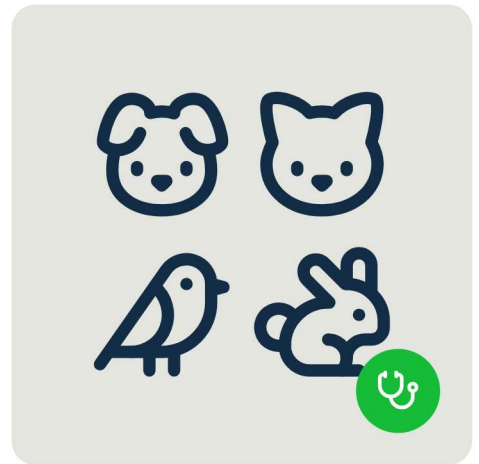
FOR VETERINARY PRACTICES

Every Call Is a Family Trusting You With Their Beloved Pet.

Call Recording & Transcription Built for Veterinary Practices

Your front desk isn't just answering phones — they're triaging anxious pet parents, confirming medication doses, and holding a scared client's hand through a hard conversation. The caller on the line isn't asking about an account — they're asking about a member of their family, a piece of their heart that's sick, scared, or in your care. The inability to clear up confusion quickly or reference past details accurately can quietly undercut the reputation you've worked to build.

Hansen Call Recording & Transcription captures every conversation — automatically, securely, and searchably — so your team can focus on compassionate care instead of worrying about what was said, promised, or missed.



WHAT'S REALLY HAPPENING ON YOUR CLINIC'S PHONES

 **~30%**

of calls to small veterinary practices go unanswered during busy or after-hours periods.

 **85%**

of pet parents hang up when reaching a voicemail and immediately dial the next clinic — prospects hang up forever.

 **\$700K+**

in lifetime revenue lost when a practice misses just 5 new clients a month, at a \$12,800 average lifetime client value.

Industry research on call handling at small and mid-sized veterinary practices, 2024–2026.



Compassionate care starts the moment the phone rings — not when the patient walks through the door.

Turn Every Call Into Better Care

Protect your practice, get patient details right, and put a finished transcript in the patient files



Prove Consent Was Given

Verbal consent for surgery, euthanasia, or a costly procedure. Recorded and on hand the moment it's ever questioned. Protects your practice and your reputation.



Settle Price Disputes Instantly

A client disputes a quoted estimate or a bill? Pull up the exact conversation about cost and payment terms. No he-said-she-said, no lost revenue.



Confirm Medication & Allergy Details

Re-listen to any call to double-check a dosage, an allergy report, a pre-existing condition, or a symptom an anxious owner described, before it becomes a costly mistake.



One-Click Transcripts Into Every Record

Copy a full transcript or an instant summary straight into an email or your PIMS with one click. No rewriting, no guessing what was said.



Coach Staff With Real Calls

Train front-desk teams and new hires on handling emotional, difficult, or urgent calls using real examples from your own clinic, not hypotheticals.



Strengthen Insurance Claims

These unalterable records are undeniable proof to resolve billing disputes, prevent insurance fraud, and overturn wrongful denials on pre-existing conditions.



Eliminate Rushed, Handwritten Notes

Stop relying on hurried notes scribbled during peak hours. Every detail is captured automatically, word for word, the moment the call happens.



Track Every Triage Decision

Document the exact urgency communicated during an emergency call. A clear record of what was said and decided, when it mattered most.

A Personal Note, From Our Family to Yours



Alyssa Hansen

Second-Generation Owner, Hansen Software

Natasha Nicholls

20-Year Director of Operations / Sales Specialist, Hansen Software

Hansen Software is family-owned and operated — and that matters. My father, Craig Hansen, built this company on a simple standard: build reliable products and treat customers like people, not accounts. I grew up around that philosophy, and now I get to carry it forward.

Natasha came into the business a close friend of mine and we are lucky to have our friendship enjoy a common goal of wanting Hansen Software to thrive and being able to spend so much time together. She worked with Craig for many years and understands the value of his desire to ensure the company always placed accountability & integrity at the forefront.

Veterinary practices feel especially relatable to us — the philosophy that clients aren't accounts is already natural to how we work. Your clients aren't calling about an account number — they're calling about a member of their family. They need to be heard, reassured, and remembered. That's exactly what Natasha and I help your team do more consistently, on every call, even on your busiest day.

If you're an owner-operator or practice manager running a clinic and wearing every hat, we understand that better than most software companies ever will. We'd love to hear more about what your practice specifically needs or has challenges with. Together we can help determine if our products will be able to help you, and explain how.

“When your name is on the door, reputation isn't a marketing slogan. It's personal.” — The Hansen Family

Let Us Help You Turn Every Call Into a Tool for Detailed, Empathetic Care.

Reach out directly to Natasha or Alyssa to learn more.

CALL US

877-795-2274

 Alyssa Hansen & Natasha Nicholls · sales@hansensoftware.com · 1-877-795-2274 