



# LAIKA

Best practices  
and guided tutorial

powered by  AITEM

## Welcome to the LAIKA Team!

LAIKA is a WebApp accessible from computers, tablets, and smartphones.



## Index

**5** Best practices

**7** FaQ

**12** Login

**16** Patients

**35** Account

**44** Compare plans

**50** Team



## What can you ask LAIKA?

Any veterinary topic related to dogs and cats.

differential diagnoses

how to interact with clients

dosages

how to manage stress

diagnostic pathways

anamnesis interpretation

how to structure a meeting

much more



## Stick to the patient

Ask questions exclusively about the patient to whom that chat is dedicated.



## Structure your questions

Prefer complete and well-structured questions over isolated keywords.



## Upload lab results in PDF format

Upload textual reports in PDF format. LAIKA does not process JPEG, PNG, or diagnostic imaging files.



## Guide LAIKA to the answer you're looking for

Specify the type of response you expect and rate it from 1 to 5 stars. See p. 29 for further details.

**Best  
practices**

## Guide to the use of LAIKA

Unlike search engines, when you use a conversational agent like LAIKA, you don't have to use keywords, but formulate your requests as if you were talking to a colleague. The clearer and more complete your question is, the more LAIKA will be able to help you with detailed and relevant answers, guaranteeing you personalized support for each case.

### ✘ Incorrect formulation

Aplastic anaemia in dogs

ACTH stimulation test with steroid therapy

Cardiac pathologies in elderly dogs

### ✔ Correct formulation

→ What are the differential diagnoses of aplastic anaemia in dogs?

→ Can I perform an ACTH stimulation test after completing a steroid therapy three days ago?

→ What are the top five cardiac pathologies in elderly dogs? Provide a list in order of incidence.

# Frequently asked questions

## FAQ

**How was LAIKA validated?**

+

**How does the free trial work?**

+

**What does this AI do?**

+

**How do you protect your clients' data and their patients' data?**

+

# Frequently asked questions

## How was LAIKA validated?

Starting from its training, the tests and scientific papers we used to train LAIKA were carefully selected by a team of 5 veterinarians. Additionally, we trained LAIKA with over 70,000 labeled diagnoses, collected through partnerships with veterinary clinics, hospitals, and laboratories.

The evaluation/validation period for LAIKA lasted 4 months, during which 100 health directors from all over Italy used LAIKA daily, providing precise qualitative feedback on each software response, allowing us to correct incorrect answers with the correct ones.

We completed the BETA TEST phase only after achieving the desired accuracy and response speed.

# Frequently asked questions

## **How does the free trial work?**

The free trial allows you to test LAIKA to its full capacity, for a duration of 7 days.

The free trial is in no way binding, does not require a subscription, and does not require you to enter payment methods: just register.

You can create as many patients as you want and ask any number of questions for each of them, and you can also directly upload lab test results for analysis.

# Frequently asked questions

## What does this AI do?

The mission of the project is to create a secure and powerful AI designed to support veterinarians in their daily work. LAIKA is an expert conversational agent, based on a combination of AI language models known as Large Language Models (LLMs). These include efficient retrieval algorithms, statistical models, computer vision models, and other cutting-edge techniques in the field of AI.

LAIKA's goal is to become the ideal assistant, capable of tackling even the most complex clinical cases. In a comparative study, LAIKA demonstrated a 7% higher accuracy than the best veterinarian in a group of 5 members and a 17% higher accuracy compared to the average of the veterinarians involved. Additionally, its responses outperformed in 9 out of 10 anatomical compartments compared to the average of the professionals evaluated.

We also compared LAIKA with other AI models: LAIKA was 15% more accurate than GPT in providing responses.

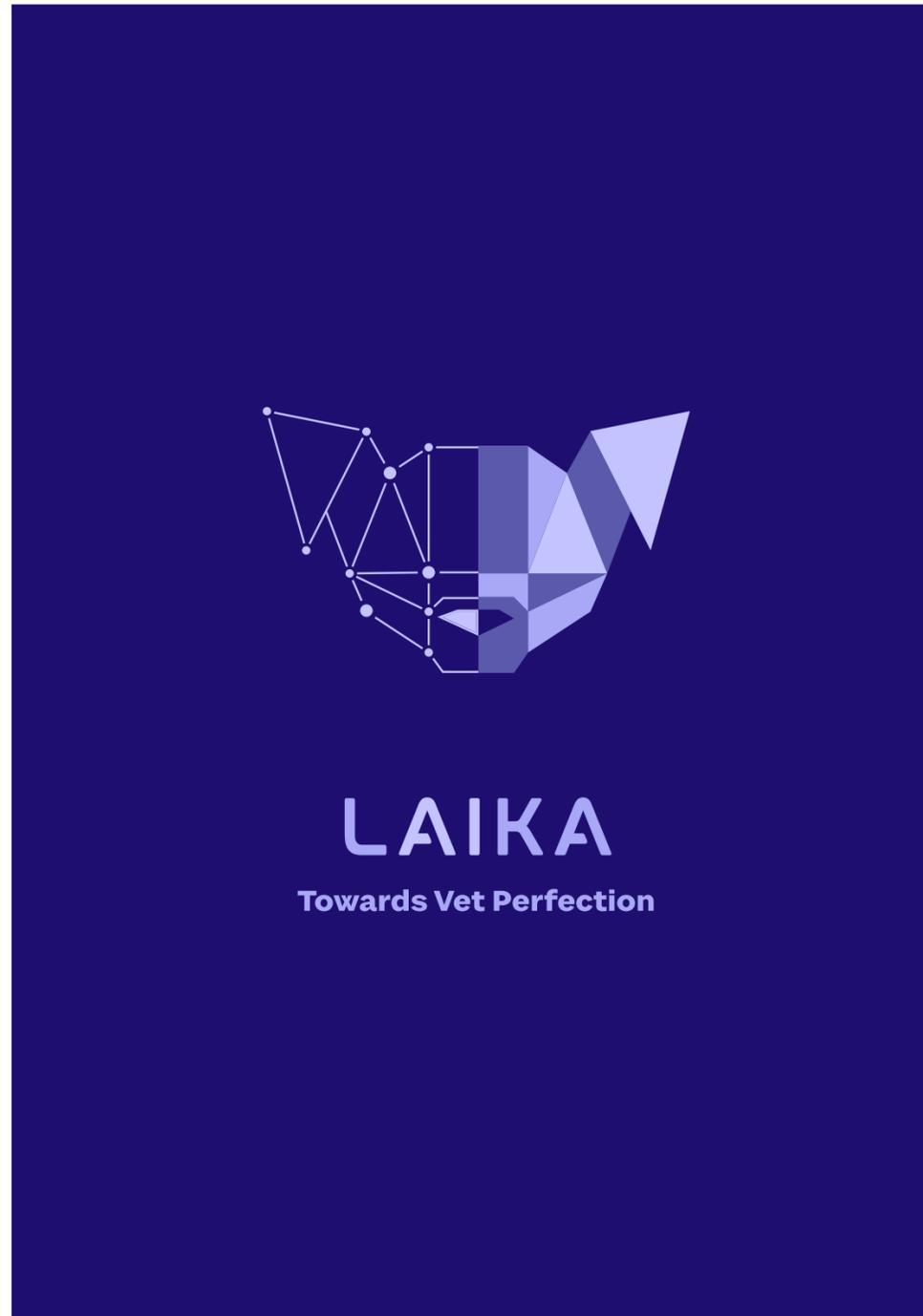
# Frequently asked questions

## **How do you protect your clients' data and their patients' data?**

We process the personal data of our customers in compliance with current legislation on data protection, with particular reference to Regulation (EU) 2016/679 ("GDPR") and Legislative Decree. 196/2003 ("Privacy Code"), as well as our patients in compliance with the utmost confidentiality, exclusively for the specific purposes for which they are collected and within the expected retention times. In fact, we are committed to guaranteeing maximum confidentiality and security of the information received from time to time in full compliance with the principles established by the GDPR, adopting technical and organizational security measures appropriate to the protection of data from unauthorized access, undue communications and/or possible violations. of data. We also inform our customers about their rights relating to data protection, including the right of access, rectification and cancellation and we expressly request their consent in the cases provided for by current legislation.

# Access tutorial

Login  
Logout



ENG ▾

## Login

Enter the email and password you used during registration.

Email\*  
email

Password\*  
\*\*\*

[Forgot password? Click here](#)

Remember me

Login

Don't have an account? [Register](#)

or

 Continue with Google

If you don't remember your credentials, don't worry.

Terms & Conditions | Privacy policy

The image shows a login form on a light blue background. At the top right, there is a language selector "ENG" with a downward arrow. The main heading is "Login". Below it, there are two text input fields: "Email\*" containing the text "email" and "Password\*" containing three asterisks. Below the password field is a link "Forgot password? Click here" with a blue underline. There is a checkbox labeled "Remember me". Below these is a dark blue "Login" button. Underneath the button is the text "Don't have an account? Register" where "Register" is a blue link. Below this is a horizontal line with the word "or" in the center. At the bottom is a button with the Google logo and the text "Continue with Google". On the right side, there is a vertical blue gradient bar with two callout boxes. The top one says "Enter the email and password you used during registration." with an arrow pointing to the email field. The bottom one says "If you don't remember your credentials, don't worry." with an arrow pointing to the "Forgot password?" link. At the bottom of the page, there is a link "Terms & Conditions | Privacy policy".

If you've forgotten your password, follow these 4 simple steps.

**1 Retrieve your password.**  
Enter the email address linked to your account to retrieve your password.

Email\*

[Cancel](#) [Confirm](#)

**2 Enter code.**  
Enter the code you received via email.

[Confirm](#)

**3 Reset password**  
Enter the new password.

New password\*

Confirm password\*

[Confirm](#)

**4 ✓ Password reset**  
Operation successful! You can return to the login page to log in with your new credentials.

[Back to login](#)



- Patients
- Account
- Compare plans
- Team
- Support
- Legal**

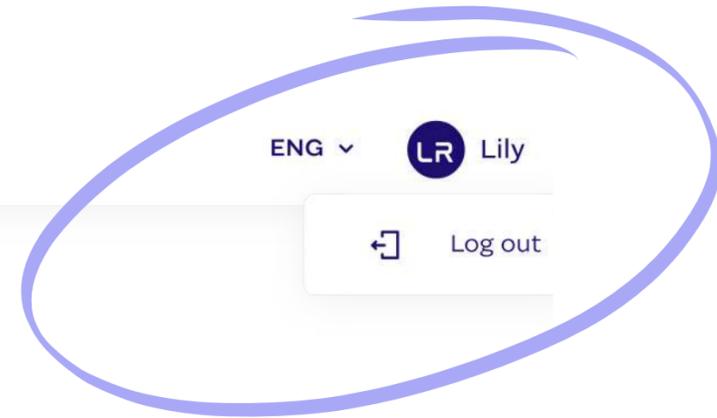
powered by AITEM

## Legal Information

### Dati e contatti

<b>Company name</b>	AITEM SRL	<b>Address</b>	Via Pier Carlo Boggio, 59, 10138 TO, Italia
<b>Business Register</b>	Torino	<b>Email</b>	info-laika@aitemsolutions.com
<b>Tax Code &amp; VAT number</b>	12367630014	<b>Phone*</b>	+39 3316963215
<b>R.E.A.</b>	1285001	Company subject to the management and coordination of Dumarey Automotive Italia S.p.A.	
<b>Share capital</b>	€10.000		

Document name	View	Download
Software Terms of Use		
Agreement for processing of personal data		
Website Terms of Use		
Privacy Policy		
Cookie policy		



To log out, click on your name in the top-right corner of the screen, no matter which page you're on.



**Patients**



Account



Compare plans



Team



Support



Legal



**17**

Add patients

**20**

Patient list

**23**

Edit animal profile

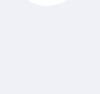
**24**

Delete a patient

**25**

Chat

## Patients

-  Patients
-  Account
-  Compare plans
-  Team
-  Support
-  Legal



### Take the first step.

There are not yet dogs or cats to take care of together!

[Add your first patient](#)

Click to add the details of the patient you wish to request support for

Patients > **New patient**

**Patients**

Account

Compare plans

Team

Support

Legal



## New patient

**Owner name\***

**Owner surname\***

**Patient\***

**Sex\***

M  F

**Sterilisation\***

Select ▾

**Species\***

Select ▾

**Breed**

Es. Bulldog

**Date of birth\***

dd/month/yyyy

To enter the date, click on the calendar

The mandatory fields are marked with an asterisk\*

Enter all the patient details and then click **Add**

Cancel

Add patient

The screenshot shows the LAIKA web interface. At the top left is the LAIKA logo. At the top right, there is a language dropdown set to 'ENG' and a user profile for 'Laura'. The main navigation sidebar on the left includes 'Patient' (selected), 'Account', 'Compare plans', 'Team', 'Support', and 'Legal'. The breadcrumb trail reads 'Patients > New patient'. The main content area is titled 'New patient' and contains a form with the following fields: 'Owner first name\*' (text input), 'Owner last name\*' (text input), 'Patient\*' (text input), 'Gender\*' (dropdown), 'Sterilization\*' (dropdown), 'Species\*' (dropdown), 'Breed' (text input), and 'Bird date\*' (calendar icon). A modal dialog is centered on the screen with the title 'Patient added!' and the message: 'Great job, the new patient has been added. Do you want to go to the list or open the chat directly?'. The modal has two buttons: 'Go to the list' and 'Open chat'. At the bottom of the form, there are 'Cancel' and 'Add patient' buttons. A note at the bottom right of the form states 'Required fields are indicated with\*'. At the bottom left of the page, it says 'powered by AITEM'.

Once you have added the patient, you can choose whether to view the complete list or access the dedicated chat directly.

✔ Patient correctly added.  
Select the patient row or the chat icon to start the conversation.

## Patients

In this page you will find the list of patients entered

Add new patient

Search

Results per page: 5 ▾

Owner	Patient	Species	Date of birth	Chat status	
Lily	Scott	Dog	11/05/2023	active	🗨️ ✎️ 🗑️
Frank	Spike	Dog	12/03/2022	read only	🗨️ ✎️ 🗑️
Charlie	Axl	Cat	20/10/2020	active	🗨️ ✎️ 🗑️
Andrew	Rex	Dog	10/05/2024	active	🗨️ ✎️ 🗑️
Alex	Brioche	Cat	30/12/2021	active	🗨️ ✎️ 🗑️

⏪ 1 2 ... 8 ⏩





ENG ▾

LR Laura

✔ Patient correctly added.  
Select the patient row or the chat icon to start the conversation.

## Patients

Add new patient

Search

Results per page: 5 ▾

Owner	Patient	Species	Date of birth	Chat status	
Lily	Scott	Dog	11/05/2023	active	  
Frank	Spike	Dog	12/03/2022	read only	  
Charlie	Axl	Cat	20/10/2020	active	  
Andrew	Rex	Dog	10/05/2024	active	  
Alex	Brioche	Cat	30/12/2021	active	  

Select the patient row or speech bubble to start the conversation

← 1 2 ... 8 →



✔ Patient correctly added.  
Select the patient row or the chat icon to start the conversation.

## Patients

Add new patient

Results per page: 5 ▾

Owner	Patient	Species	Date of birth	Chat status	
Lily	Scott	Dog	11/05/2023	active	🗨️ ✎️ 🗑️
Frank	Spike	Dog	12/03/2022	read only	🗨️ ✎️ 🗑️
Charlie	Axl	Cat	20/10/2020	active	🗨️ ✎️ 🗑️
Andrew	Rex	Dog	10/05/2024	active	🗨️ ✎️ 🗑️
Alex	Brioche	Cat	30/12/2021	active	🗨️ ✎️ 🗑️

If you want to edit the animal's profile, click on the pencil

⏪ 1 2 ... 8 ⏩



Patients

Account

Compare plans

Team

Support

Legal



## Patient file

[Delete patient](#)

Owner name\*

Owner surname\*

Patient\*

Sex\*

M  F

Sterilisation\*

Select ▾

Species\*

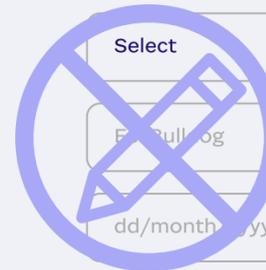
Select ▾

Breed

F Bull dog

Date of birth\*

dd/month/yy



**Species, breed and date of birth cannot be changed after registration, as they represent essential information to personalize the chat and ensure the correct functioning of LAIKA**

The mandatory fields are marked with an asterisk\*

Cancel

Save changes

After making changes, save your progress.

If you want to delete a patient:

The screenshot shows the LAIKA interface with the 'Patients' section active. A confirmation dialog box is overlaid on the screen. The dialog box has a title '2 Confirm your will' and a close button 'X'. The main text reads: 'Attention. By deleting the patient, you will also lose the chat history and all uploaded files. Do you confirm that you want to proceed?'. At the bottom of the dialog are two buttons: 'Cancel' and 'Confirm'. In the background, a table lists patients: Lily (owner) and Scott (patient), and Frank (owner) and Spike (patient). To the right, there are chat status indicators for 'active' and 'read only', each with a trash icon. A blue circle with the number '1' is around the trash icon in the chat area, and a blue arrow points from the text 'Click on the trash from the patient screen' to it. The top right of the interface shows 'ENG' and a user profile 'LR Laura'. A blue arrow also points from the text 'or from the animal profile edit screen' to the trash icon in the patient file section of the bottom screenshot.

1  
Click on the trash from the patient screen

The screenshot shows the LAIKA interface with the 'Patient file' section active. The left sidebar has 'Patients' selected. The main content area has the title 'Patient file' and two input fields: 'Owner name\*' and 'Owner surname\*'. At the top right of the main content area, there is a trash icon and the text 'Delete patient'. A blue arrow points from the text 'or from the animal profile edit screen' to this trash icon. The top right of the interface shows 'ENG' and a user profile 'LR Laura'.

or from the animal profile edit screen

# Chat

Functionality  
Uploading PDFs  
Switching patient

Patient: **Rex**

[Change patient](#)

[Add new patient](#)

Active chats

25 May 2024

Only reading chats

-



 Uploaded files



Ask LAIKA...



LAIKA may make errors. Consider verifying important information.

Click on the bar  
to write your question

and on this icon  
to send your message

Patient: **Scott**

[Change patient](#)

[Add new patient](#)

The chat remains active for 72 hours

today

Active chats

25 May 2024

Only reading chats

-

Hi! Your patient is an unneutered male Chihuahua, aged 1 year, 3 months, and 5 days. How can I assist you?  
★★★★★

Scott has been drinking a lot of water, urinating frequently, and seems to be losing weight despite having a good appetite.

The three dots indicate that LAIKA is writing the answer

Ask LAIKA...

LAIKA may make errors. Consider verifying important information.

ENG ▾ Laura

Patient: **Scott** Change patient

[Add new patient](#)

Active chats

25 May 2024

Only reading chats

22 May 2024

10 April 2024

12 December 2023

today

Hi! Your patient is an unneutered male Chihuahua, aged 1 year, 3 months, and 5 days. How can I assist you?  
★★★★★

Scott has been drinking a lot of water, urinating frequently, and seems to be losing weight despite having a good appetite.

⋮

Every time you open a new chat, LAIKA takes into account the clinical information from previous chats of that same patient, to offer you increasingly targeted and personalized answers.

Uploaded files

Ask LAIKA...

LAIKA may make errors. Consider verifying important information.



ENG ▾



Patient: **Scott**

[Change patient](#)

[Add new patient](#)



Active chats

25 May 2024



Only reading chats



22 May 2024



10 April 2024



12 December 2023



Uploaded files



today

Hi! Your patient is an unneutered male Chihuahua, aged 1 year, 3 months, and 5 days.  
How can I assist you?

★★★★★

Scott has been drinking a lot of water, urinating frequently, and seems to be losing weight despite having a good appetite.

Increased water intake, urination frequency, and weight loss may indicate an endocrine issue. This could be diabetes mellitus or Cushing's syndrome.

★★★★★

**Rate the responses using the following criteria:**

**1/2★ Insufficient or incorrect response**

**3/4★ Partially correct response and/or with inappropriate tone  
(e.g., a response tailored to a pet owner instead of a professional)**

**5 ★ Completely correct response, with a professional tone**



Ask LAIKA...



LAIKA may make errors. Consider verifying important information.



ENG ▾



Patient: **Scott**

[Change patient](#)

[Add new patient](#)

Active chats

25 May 2024

Only reading chats

22 May 2024

10 April 2024

12 December 2023



Uploaded files

today

Hi! Your patient is an unneutered male Chihuahua, aged 1 year, 3 months, and 5 days. How can I assist you?

★★★★★

Scott has been drinking a lot of water, urinating frequently, and seems to be losing weight despite having a good appetite.

Increased water intake, urination frequency, and weight loss may indicate an endocrine issue. This could be diabetes mellitus or Cushing's syndrome.

★★★★★

**Upload lab analysis:**  
insert text reports in PDF format.  
LAIKA does not process JPEG, PNG or diagnostic imaging files

[Upload file .pdf](#)



Ask LAIKA...



LAIKA may make errors. Consider verifying important information.

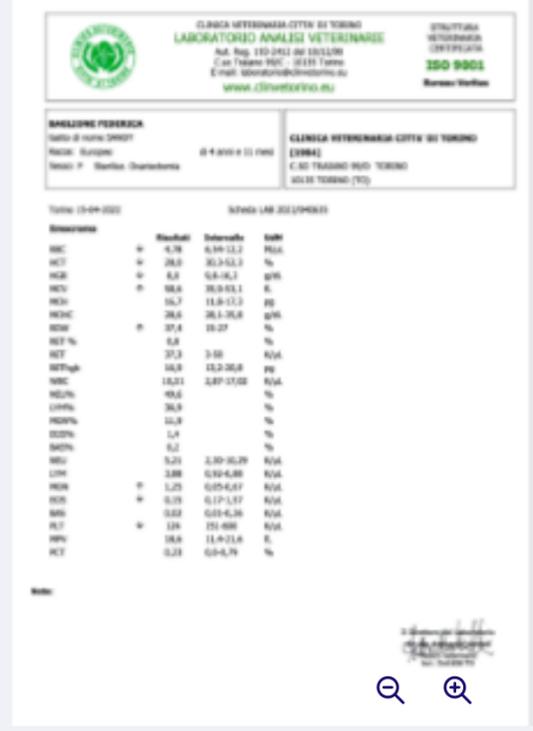
**This is a BETA feature.** Verify the entered data before proceeding. ✕

Patient: **Scott** Change patient

[Add new patient](#)

**Doc 1** Doc 2 Doc 3

**Laboratorio\_analisi\_veterinarie**



← 1 2 →

Doc 1  
**Check and confirm.**  
pdf 1/2

Test	Value	Unit	Min	Max	
RBC	4.78	m/ul	6.54	4.78	
RBC	4.78	m/ul	6.54	4.78	
RBC	4.78	m/ul	6.54	4.78	
RBC	4.78	m/ul	6.54	4.78	
RBC	4.78	m/ul	6.54	4.78	
RBC	4.78	m/ul	6.54	4.78	
RBC	4.78	m/ul	6.54	4.78	
RBC	4.78	m/ul	6.54	4.78	
RBC	4.78	m/ul	6.54	4.78	

**+ Add row**

**Confirm**

If you've uploaded multiple documents at once, you can differentiate them here.

You can manually change the values

Delete an unhelpful or incorrect analyte

Confirm to read the summary and interpretation of LAIKA

Patient: **Scott**

[Change patient](#)

[Add new patient](#)

Active chats

25 May 2024

Only reading chats

22 May 2024

10 April 2024

12 December 2023



Uploaded files

today

DOC - Blood tests  
DOC - Biochemical profile

Scott's blood glucose levels are elevated, and the fructosamine test indicates high levels. The complete blood count and biochemical profile do not show significant abnormalities, but the urinalysis indicates glucosuria. This suggests that Scott may have diabetes mellitus. The fructosamine test further confirms this diagnosis, indicating a sustained increase in blood glucose levels over time.

★★★★★

Ask LAIKA...

LAIKA may make errors. Consider verifying important information.

**For emergencies, you can create a new patient card directly from the chat.**

ENG ▾ **LR** Laura

Patient: **Scott** [Change patient](#)

**Add new patient**

today

DOC - Blood tests  
DOC - Biochemical profile

Scott's blood glucose levels are elevated, and the fructosamine test indicates high levels. The complete blood count and biochemical profile do not show significant abnormalities, but the urinalysis indicates glucosuria. This suggests that Scott may have diabetes mellitus. The fructosamine test further confirms this diagnosis, indicating a sustained increase in blood glucose levels over time.

★★★★★

Ask LAIKA...

LAIKA may make errors. Consider verifying important information.

Or you can switch patients to immediately access their chat.

The screenshot displays the LAIKA user interface. At the top left, the LAIKA logo is visible. In the top right corner, there is a language dropdown set to 'ENG' and a user profile for 'Laura'. The main interface shows a patient named 'Scott' with a 'Change patient' button next to it. A purple arrow points from the text on the left to this button. A modal dialog box titled 'Change patient.' is open in the center, containing a search bar and a list of five patients labeled 'Name patient 1' through 'Name patient 5'. Below the list are 'Cancel' and 'Confirm' buttons. The background chat area shows a message about Scott's blood levels and a response from LAIKA suggesting a diagnosis. At the bottom, there is a text input field labeled 'Ask LAIKA...' and a disclaimer: 'LAIKA may make errors. Consider verifying important information.'

 Patients

 **Account**

 Compare plans

 Team

 Support

 Legal



**36** Manage licenses

**43** Edit professional details



On this page you can see a summary of your personal data and your active and expired licenses

ENG ▾

LR Laura

- Patients
- Account**
- Compare plans
- Team
- Support
- Legal

## Account

### Your professional profile

[Edit profile](#)

<b>Name</b>	Laura	<b>Phone</b>	+39 123434545
<b>Surname</b>	Ross	<b>Company name</b>	Vetclinic
<b>Email</b>	laura@mail.com	<b>VAT code</b>	1234567676
<b>Adresse</b>	221B Baker Street, London	<b>Country</b>	UK

## Licences

Active

Expired

Click on expired to view your old licenses

### Unlimited

✓ Active

Activation 17/02/2025

Expiration 17/03/2025

Automatic renewal On

View

[+ Activate new licence](#)



Patients

**Account**

Compare plans

Team

Support

Legal

## Account

### Your professional profile

[Edit profile](#)

<b>Name</b>	Laura	<b>Phone</b>	+39 123434545
<b>Surname</b>	Ross	<b>Company name</b>	Vetclinic
<b>Email</b>	laura@mail.com	<b>VAT code</b>	1234567676
<b>Adresse</b>	221B Baker Street, London	<b>Country</b>	UK

## « Licences

[+ Purchase a new licence](#)

Active

**Expired**

Plan	Team	Purchase	Activation	Expiration	Status	
Multi-user	3	12/12/2024	17/12/2024	17/02/2025	Expired	
Unlimited	-	17/10/2024	17/10/2024	17/12/2024	Expired	
Free trial	-	11/10/2024	11/10/2024	17/10/2024	Expired	

1 2 ... 8

Clicking on the magnifying glass for expired licenses, or on view for active ones, allows you to see more details.

**Unlimited** ✓ Active

Activation 17/02/2025

Expiration 17/03/2025

Automatic renewal On

[View](#)

On this page, you can view the license details, manage automatic renewal, and decide to switch plans.

Account > Licences

## Licence

**Multi-user** ✓ Active

Account	3
Purchase	12/11/2024
Activation	20/11/2024
Expiration	20/12/2024
Automatic renewal	h13:00 <input checked="" type="checkbox"/>

**What is included**

- ✓ Monthly subscription with fixed cost
- ✓ 2 accounts included + 10€/month for any additional account
- ✓ No limit on patient files for personalized consultations
- ✓ Questions and analysis for 72h; afterwards, only reading or new consultation included
- ✓ Teamwork optimization
- ✓ Quick answers available 24/7
- ✓ Reading and analysis of laboratory tests
- ✓ Differential diagnosis suggestions

[Change licence](#)

powered by AITEM

### BEHAVIOUR OF THE TOGGLE SWITCH

The automatic renewal switch allows you to easily manage service continuity:

- **ON:** When the switch is set to "ON", LAIKA will automatically renew your license upon expiry, deducting the payment via the selected method. The service will continue without interruptions.
- **OFF:** When the switch is set to "OFF", automatic renewal is disabled. You can continue to use the services until the indicated expiry date, but the license will not be automatically renewed upon expiry.
- If you decide to disable automatic renewal by setting the switch to OFF, you can reactivate it at any time before the license expiry date by setting it back to ON.
- However, if the license expires with automatic renewal disabled, the switch will no longer be visible, and the license status will be marked as expired. In this case, you will need to purchase a new license to reactivate the services.

Account > Licences

## Licence

**Multi-user** ✓ Active

Account	3
Purchase	12/11/2024
Activation	20/11/2024
Expiration	20/12/2024
	h13:00

Automatic renewal

---

### What is included

- ✓ Monthly subscription with fixed cost
- ✓ 2 accounts included + 10€/month for any additional account
- ✓ No limit on patient files for personalized consultations
- ✓ Questions and analysis for 72h; afterwards, only reading or new consultation included
- ✓ Teamwork optimization
- ✓ Quick answers available 24/7
- ✓ Reading and analysis of laboratory tests
- ✓ Differential diagnosis suggestions

[Change licence](#)

powered by AITEM

Clicking on the **Account** options listed here will take you back to the summary view.

Clicking on **Change licence** will redirect you to the Compare plans page.



- Patients
- Account**
- Compare plans
- Team
- Support
- Legal

## Account

### Your professional profile

[Edit profile](#)

<b>Name</b>	Laura	<b>Phone</b>	+39 123434545
<b>Surname</b>	Ross	<b>Company name</b>	Vetclinic
<b>Email</b>	laura@mail.com	<b>VAT code</b>	1234567676
<b>Adresse</b>	221B Baker Street, London	<b>Country</b>	UK

## Licences

Active

Expired

### Unlimited

✓ Active

Activation 17/02/2025

Expiration 17/03/2025

Automatic renewal On

View

[+ Activate new licence](#)

Clicking on the button indicated here will also redirect you to the Compare plans page.



- Patients
- Account**
- Compare plans
- Team
- Support
- Legal

## Account

### Your professional profile

[Edit profile](#)

<b>Name</b>	Laura	<b>Phone</b>	+39 123434545
<b>Surname</b>	Ross	<b>Company name</b>	Vetclinic
<b>Email</b>	laura@mail.com	<b>VAT code</b>	1234567676
<b>Adresse</b>	221B Baker Street, London	<b>Country</b>	UK

## Licences

Active

Expired

### Unlimited

✓ Active

Activation	17/02/2025
Expiration	17/03/2025
Automatic renewal	Off

View

### Multi-user

🕒 Planned

Activation	17/03/2025
Expiration	17/04/2025
Automatic renewal	On

View

Consequently, on this screen, you will be able to see the active license and the new license, labelled as planned, which will activate upon the expiry of the current one.



ENG ▾

LR Laura

Account > Licences

## Licence

Patients

**Account**

Compare plans

Team

Support

Legal

### Multi-user

Planned

Purchase

12/03/2025

Activation

17/03/2025

11.00 am

Expiration

17/04/2025

11.00 am

Automatic renewal



Delete



### What is included

✓ Monthly subscription with no fixed costs

✓ Quick answers, available 24/7

✓ €5/Single patient file for personalized consultation

✓ Reading and analysis of laboratory tests

✓ Questions and analysis for 72h; afterwards, only reading or new consultation for a fee

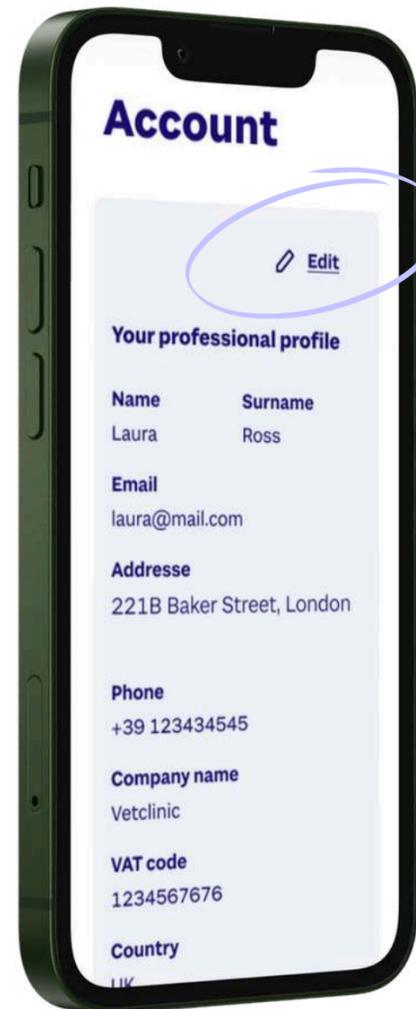
✓ Differential diagnosis suggestions

Discover other options

### BEHAVIOUR OF THE TOGGLE SWITCH IN THE CASE OF A PLANNED LICENSE

- **Automatic renewal set to OFF:** Even if automatic renewal is set to OFF, the planned license will still activate on the scheduled date. However, it will only last for one month and will not be automatically renewed upon expiry.
- **Automatic renewal set to ON:** If the toggle remains set to ON, the planned license will activate as an active license on the scheduled date and will be subject to automatic renewal based on the configured settings.

**Deletion:** If the planned license is deleted, it will be permanently removed and will not be activated at all.



From the **Account** page, you can view the summary of your profile details. By clicking on **Edit**, you can access a screen with all the fields related to your profile, many of which are already pre-filled with the information provided during registration.

You can modify all of them except for the email and country, as these are linked to essential information required for LAIKA to function correctly.

The desktop view of the LAIKA Account page features a sidebar menu on the left with options: Patients, Account (selected), Compare plans, Team, Support, and Legal. The main content area is titled 'Account' and contains a form with the following fields: Name\* (Laura), Surname\* (Ross), Email\* (lauraross@mail.com), Phone\* (IT +39 123456789), Company name\* (E.g., Clinic X or John Smith), Billing address\* (Enter a location), VAT/Tax Code\* (12345678901), SDI\* (fSystem - Italian platform for sending and receiving electronic invoices - e.g., ABCD123), Country\* (Italy), City of registry\* (Select a province), and Number of registry\* (The format varies depending on the province and the professional order's regulations). The form includes 'Cancel' and 'Confirm' buttons at the bottom. A note at the bottom right states 'Required fields are indicated with\*'. The footer includes the text 'powered by AITEM'.

**Cancel** to return to the summary page without making any changes.

**Confirm** your changes to save the new data and return to the summary page.

 Patients

 Account

 **Compare plans**

 Team

 Support

 Legal

**45** Buying guide

**47** Pay per Use usage and specifications

On this page you can evaluate the available packages, choose the one that best suits your needs and proceed with the purchase.



ENG ▾
 Laura

-  Patients
-  Account
-  Compare plans
-  Team
-  Support
-  Legal

## Compare plans.

### Pay per use

- ✓ Monthly subscription with no fixed costs
- ✓ Unlimited patient files creation
- ✓ €5 per personalized consultation
- ✓ Questions and analysis for 72h; afterwards, only reading or pay for new consultation
- ✓ Quick answers, available 24/7
- ✓ Laboratory test reading and analysis
- ✓ Suggested differential diagnoses

1 account

**0€\*/month**  
+ 5€\* x consultation

Purchase

Recommended for you

### Unlimited

- ✓ Monthly subscription with fixed cost
- ✓ No limit on patient files for personalized consultations
- ✓ Questions and analysis for 72h; afterwards, reading or new consultation included
- ✓ Quick answers, available 24/7
- ✓ Laboratory test reading and analysis
- ✓ Suggested differential diagnoses

1 account

**55€\*/month**

Purchase

### Multi-user

- ✓ Monthly subscription with fixed cost
- ✓ 2 accounts included + €10/month for each additional account
- ✓ No limit on patient files for personalized consultations
- ✓ Questions and analysis for 72h; afterwards, reading or new consultation included
- ✓ Teamwork optimization
- ✓ Quick answers, available 24/7
- ✓ Laboratory test reading and analysis
- ✓ Suggested differential diagnoses

Administrator + - 1 +

**65€\*/month**  
+ 10€\* x account/month

Purchase

\*VAT excluded. All prices are VAT excluded.

If you have a team, you'll purchase as an administrator. Indicate how many colleagues you want to add in addition to yourself.

**LAIKA** ENG Laura

## Compare plans

**You are purchasing the [redacted] plan [redacted]/month**  
Enter your billing information

**Name\*** Laura **Surname\*** Ross

**Phone\*** UK +44 123456789

**Company name\*** John Smith o Clinic X **Billing address\*** Via Roma 10, 33456, MI

**Country\*** United Kingdom

**VAT number** 12345678901 **SDI\*** ABCD123

**City of registry\*** Select a province

**No. Veterinary Register\*** The format varies by county and professional association rules

Required fields are indicated with \*

Cancel Confirm

**Team**

- ✓ Monthly subscription with fixed cost
- ✓ 2 account inclusi + 10€/mese per ogni account aggiuntivo
- ✓ Unlimited patient files for personalized consultations
- ✓ Questions and analysis for 72h; after that, reading and new consultation included
- ✓ Teamwork optimization
- ✓ Quick answers, available 24/7
- ✓ Laboratory test reading and analysis
- ✓ Suggested differential diagnoses

N° account

65€\*/month + 10€\* x account/month

Purchase

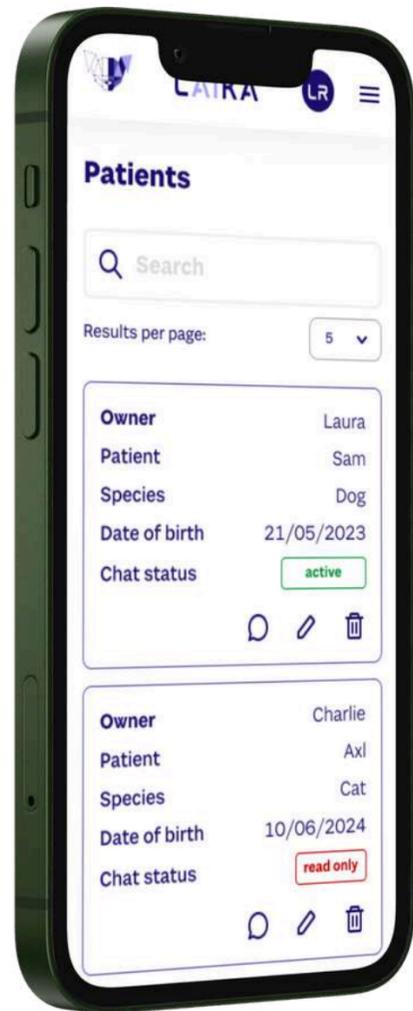
\*IVA esclusa. Tutti i prezzi sono da considerarsi al netto dell'IVA.

powered by AITEM

By clicking on **Purchase**, this form will open, allowing you to review and, if needed, edit the billing details.

If you have already completed your profile in the **Account** page, the fields will be automatically pre-filled.

Afterwards, you will be redirected to **Stripe** to complete the payment.



**If you choose the Pay per Use subscription, you can create as many patient records as you want; only the chats are charged**

LAIKA

ENG ▾ LR Laura

Patient: **Scott** Change patient Add new patient

12 maggio 2024

Chat attive  
-

Chat in sola lettura  
-

File caricati

Chiedi a LAIKA...

**Purchase a new chat**  
**€5 for 72 h**

- ✓ €5/Single personalised consultation
- ✓ Questions and analysis for 72h; afterwards, only reading or new consultation for a fee
- ✓ Quick answers, available 24/7
- ✓ Reading and analysis of laboratory tests
- ✓ Differential diagnosis suggestions

Cancel Confirm



ENG ▾



Patient: **Scott**

[Change patient](#)

[Add new patient](#)

### Active chats

25 May 2024

### Only reading chats

12 May 2024

17 March 2024

12 March 2024

»

📁 Uploaded files

✔ **New chat purchased successfully.**  
The previous chat is still available for reading. Data, such as reports and clinical information, is stored in the new chat to ensure continuity and easy access. ✕

12 May 2024

72h left

Hi! Your patient is an unneutered male Chihuahua, aged 1 year, 3 months, and 5 days. How can I assist you?

The dog is showing signs of back pain, and its hind legs are collapsing, but it cannot undergo tests due to anaesthesia intolerance. How can it be determined if this is a vertebral hernia?

**Even with a Pay per Use subscription, every new chat you open considers the clinical information from previous chats for the same patient, ensuring increasingly tailored and personalised responses.**

**Of the 72 hours available, you can always check how many are left by looking at the top right corner.**

📎 Ask LAIKA...





ENG ▾



Patient: **Fuffy**

[Change patient](#)

[Add new patient](#)

Active chats

-

Only reading chats

12 May 2024

17 March 2024

12 March 2024

»

Uploaded files

The time for this consultation has ended.  
Would you like to resume where you left off?

[Purchase a new chat](#)

12 May 2024

Only reading

Hi! Your patient is a neutered male Jack Russell Terrier, 1 year, 11 months, and 28 days old. How can I assist you with him?

Hi LAIKA, witch are the 3 main differential diagnosis for aplastic anemia in dogs?

The three main differential diagnoses for aplastic anemia in dogs are:

1. Infectious agents: Such as Ehrlichia spp., parvovirus, and other rickettsial organisms.
2. Drug-associated: Certain medications, like chloramphenicol and darbeipoetin, have been linked to aplastic anemia in dogs.
3. Immune-mediated destruction: Although not definitively established as a cause of aplastic anemia in dogs, it is a possibility that needs to be considered.

It's essential to rule out these potential causes through diagnostic testing and physical examination before making a definitive diagnosis of idiopathic aplastic anemia. Can you tell me more about your patient's clinical presentation? What symptoms is he exhibiting?

Ask LAIKA...



After the time limit expires, the chat will always be available. However, it will not be possible to send new questions unless a new chat is purchased.

-  Patients
-  Account
-  Compare plans
-  **Team**
-  Support
-  Legal

**51** Administrative role

**56** Team member



Anyone purchasing a Multi-user plan receives an administrative account, which enables them to manage licenses. The administrative account includes the following privileges and functionalities:

**Admin account**

Name\*  
Laura

Surname\*  
Ross

Email\*  
Lauraross@mail.com

Phone\*  
UK +44 123456789

Company name\*  
Clinic or name

VAT number\*  
12345678901

SDI\*  
Sistema di interscambio -  
piattaforma it...

Billing address\*

Update payment and billing information.

**Licence**

Multi-user

Account: **Active**

Purchase: 10/12/2023

Activation: 12/12/2023

Expiration: 12/01/2024

Automatic renewal: h13:00

**What is included**

- ✓ Monthly subscription with fixed cost
- ✓ 2 accounts included + 10€/month for any additional account
- ✓ No limit on patient files for personalized consultations
- ✓ Questions and analysis for 72h; afterwards, only reading or new consultation included
- ✓ Teamwork optimization
- ✓ Quick answers available 24/7
- ✓ Reading and analysis of laboratory tests
- ✓ Differential diagnosis suggestions

Change licence

Monitor the number of accounts purchased, including their own, by viewing the license details.

Choose to activate or deactivate the automatic renewal of the license

**Multi-user** Active

We are sorry that you are cancelling the license.

If you cancel the renewal now, you will be able to use LAIKA until the monthly expiration.

Not satisfied

Too expensive

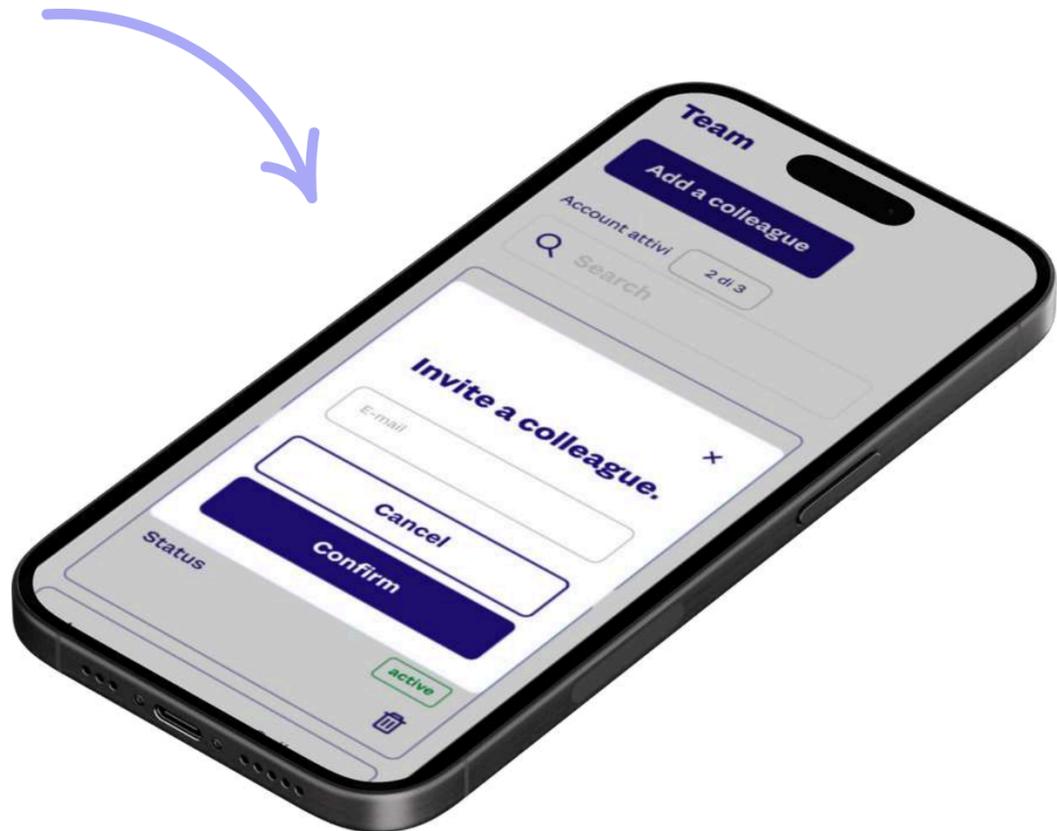
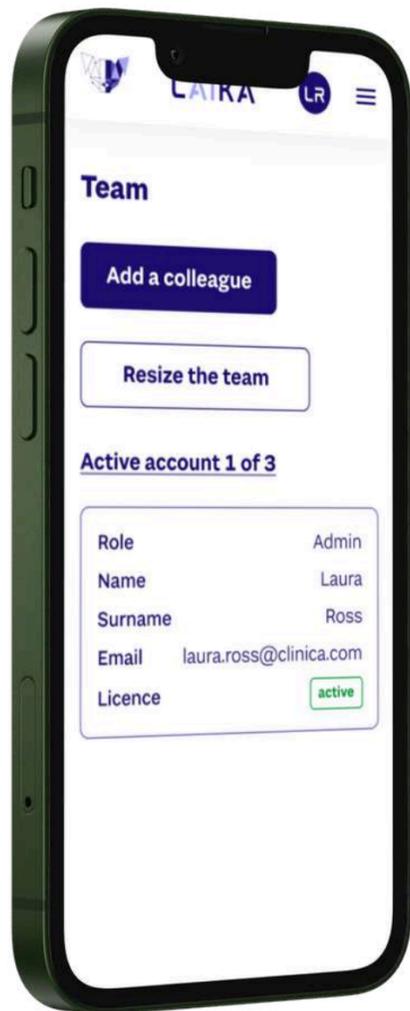
Replaced with another tool

Other::

Could you share with us your decision to leave?

Go back

Cancel the renewal

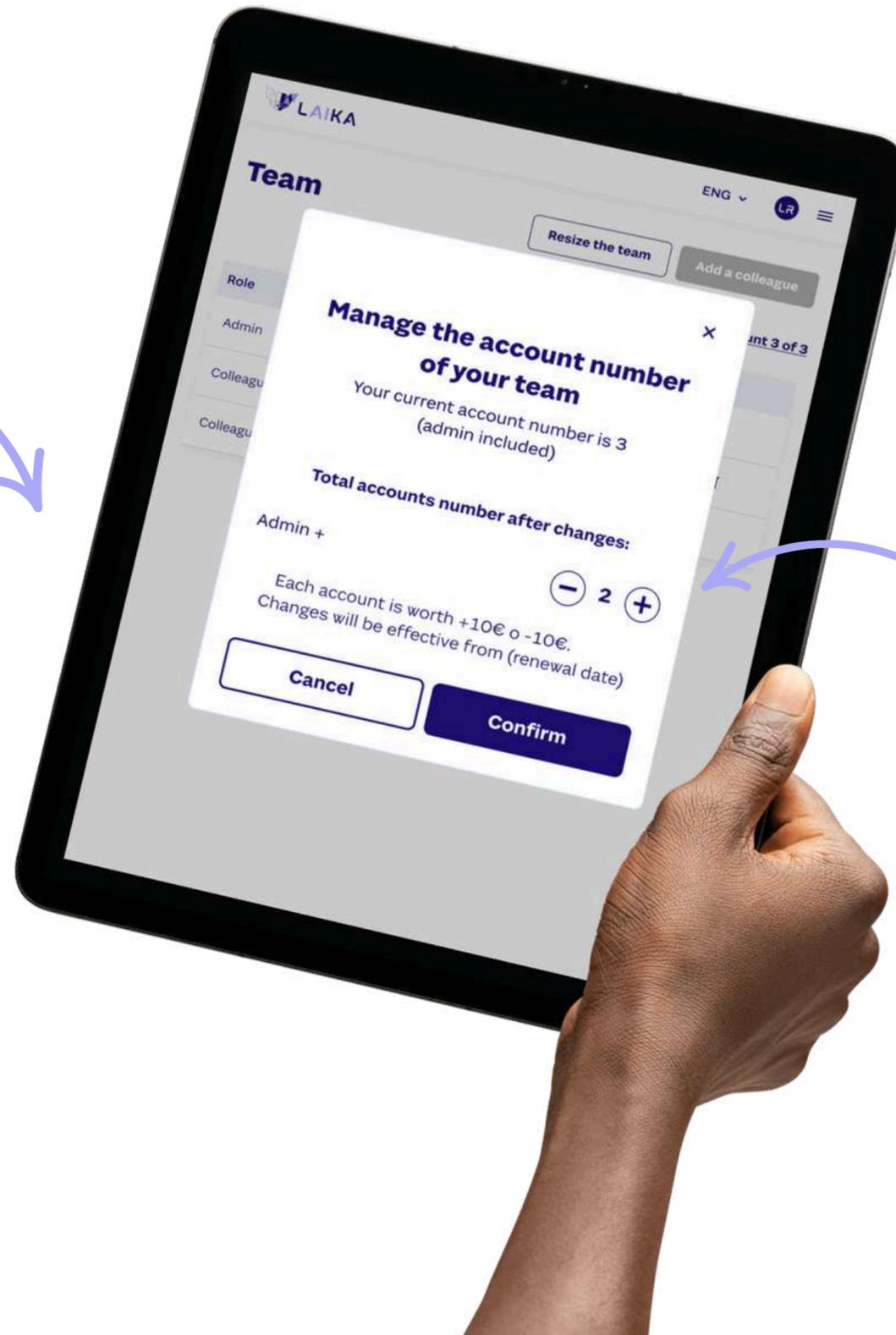
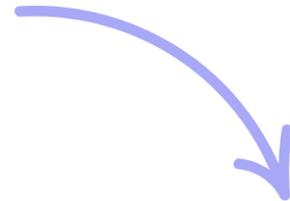


Add colleagues by inviting them to join the team—simply enter their email address.



This action will completely delete their account. Should they receive a new invitation or wish to try the service again, they will be required to register anew.

Revoke LAIKA access for colleagues by clicking the trash icon. This will immediately remove them from the team, leaving a vacant spot.



However, it's possible to manage the size of the team by adding or subtracting available seats.

If the number of active colleagues equals the number of purchased accounts, it's not possible to invite other professionals to join the team.

If you want to increase the number of colleagues, the operation will guide you directly to the payment and confirmation notification. Your new scheduled license will appear on your Account page, which will activate when your current license expires.

**You are purchasing a licence for 5 account**  
Enter your billing information

Name*	Surname*
Laura	Ross
Phone*	
IT +39 123456789	
Company name*	Billing address*
Clinic or name	Via Roma 10, 33456, MI
Country*	
Italy	
VAT number*	SDI*
12345678901	ABCD123
City of registry*	
Select a province	
City of registry*	
The format varies depending on the province and the professional order's regulations	

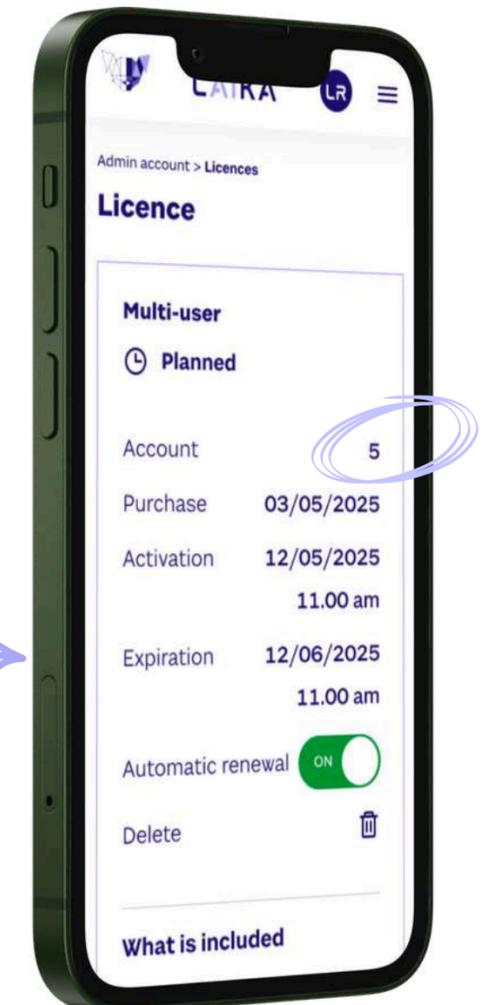
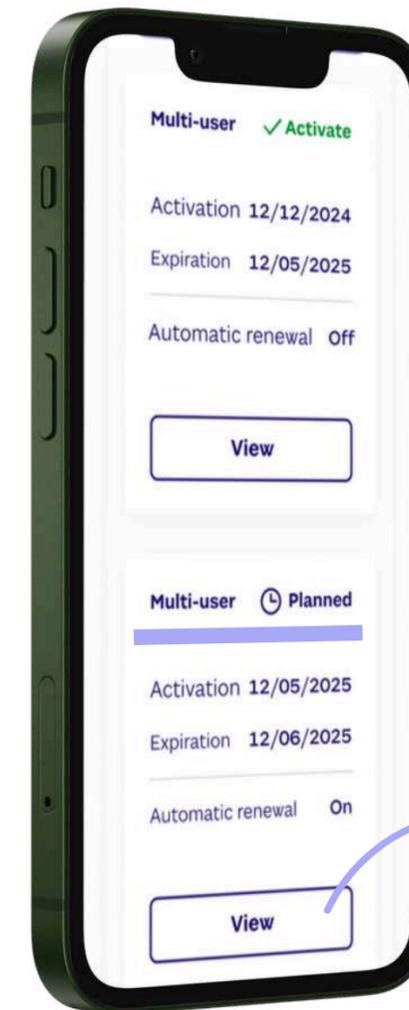
Required fields are indicated with\*

**Account number increased to 5.**  
From (renewal date) you can invite 2 new colleagues to collaborate.

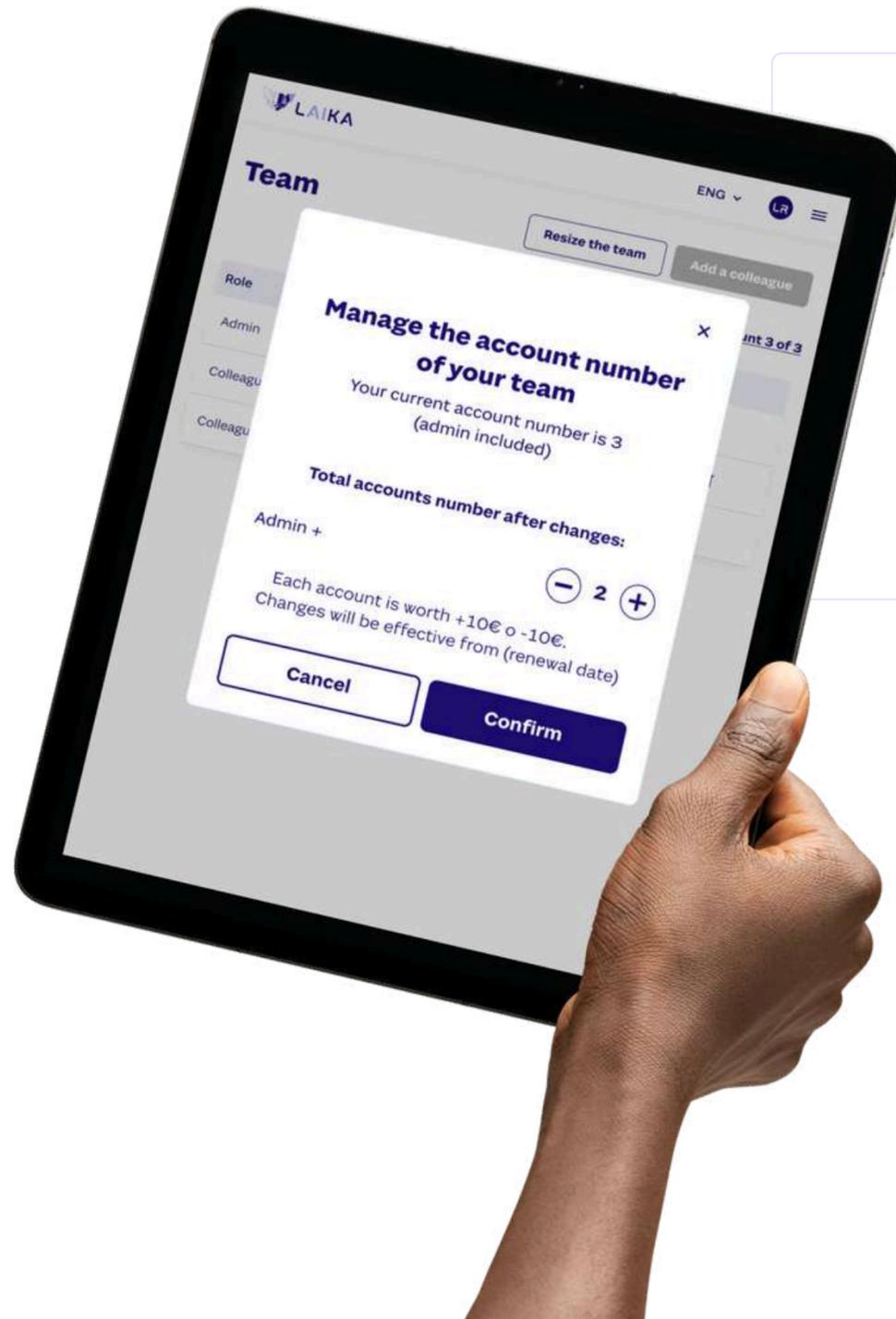
**Team**

Active accounts 3 of 3

Role	Name	Surname	Email	Status
Admin	Laura	Ross	laura.ross@clinic a.com	active
Colleague	Scott	White	scott.white@clinic a.com	active
Colleague	Charlie	Forlie	charlie.forlie@cli nica.com	active



If you wish to reduce the number of colleagues, the process will first guide you to select the colleagues who will no longer be active from the following month. After this step, you will proceed to **payment** and receive a **confirmation notification.** On the Account page, the new **planned license** will appear and will activate upon the expiry of the current license.



**Account reduction to 2**

Please choose which accounts from (renewal date) will no longer be able to collaborate with LAIKA.

scott.white@clinica.com	
charlie.forlie@clinica.com	

**Confirm**

**Account reduction to 2**

Please choose which accounts from (renewal date) will no longer be able to collaborate with LAIKA..

scott.white@clinica.com		<b>Delete</b>	<b>Cancel</b>
charlie.forlie@clinica.com			

**Confirm**

*Among the removable options, it's not possible to select your own name, as you are the administrator.*

**Account reduction to 2**

charlie.forlie@clinica.com	
----------------------------	--

Done.

**Confirm**

The invited colleague receives an email that guides him to register and access LAIKA. He will be able to use all the available services, but without having management powers.



ENG ▾



Patients

**Account**

Team

Support

Legal

## Account

### Your professional profile

[Edit profile](#)

<b>Name</b>	Scott	<b>Phone</b>	+39 123434545
<b>Surname</b>	White	<b>Country</b>	UK
<b>Email</b>	scott.white@clinica.com	<b>Address</b>	221B Baker Street, London

The personal data is simplified. Not only in its summarized version, no billing data is requested.

The invited account can't compare plans

## Licences

Active

Expired

### Multi-user

✓ Active

Activation 11/12/2024

Expiration 12/12/2024

Automatic renewal on

[View](#)

The invited account can view all licenses but cannot manage or modify them.

powered by AITEM

The invited colleague can view the team members and their respective roles. However, they cannot invite new users, revoke access to LAIKA for other accounts, or modify the team's capacity.



ENG ▾
 Laura







## Team

Active accounts 3 of 3

Role	Name	Surname	E-mail	Status
Administrative	Laura	Ross	laura.ross@clinica.com	<span style="border: 1px solid green; padding: 2px 5px; font-size: 0.8em;">active</span>
Colleague	Scott	White	scott.white@clinica.com	<span style="border: 1px solid green; padding: 2px 5px; font-size: 0.8em;">active</span>
Colleague	Charlie	Forlie	charlie.forlie@clinica.com	<span style="border: 1px solid green; padding: 2px 5px; font-size: 0.8em;">active</span>

# LAIKA

## We are here for you.

Contact us to get the support you need.

**Stefano Fraioli - Business Developer**  
stefano.fraioli@aitemsolutions.com  
info-laika@aitemsolutions.com  
+39 348 886 9124

