

ePetHealth 5.0 Update

New Features



Pet Owner Portal



▶ Veterinarians
▶ Pet Owners

Email
sample@epethealth.com
[first-time login?](#)
[email not registered?](#)

Password
.....
[forgot password?](#)

[LOGIN](#)

- **New Landing Page** – allows pet owners to log in on a clean, simple page. Click “Veterinarians” to enter the Marketing site and access the Provider Login.
- **New “email not registered”** link shows pet owners a message explaining that their email is not currently registered in their vet’s PIMS and that they need to contact their practice to get their email address added so they can register and begin using their portal.

Email not registered with your veterinarian

Your email address is not currently registered with your veterinarian's software. You will need to contact your vet practice and have them add your email address to their system in order to create an ePetHealth Login and begin using your portal.

- **For iFramed sites** – they will see a message that allows them to submit a request directly to their vet to have their email address added to the PIMS

Email address not registered with your veterinarian

We have identified your vet to be ABC Animal Hospital. Submit the form below to send an automated email to your vet requesting to add your email address:

EMAIL ABC Animal Hospital

Name

Email

- Mixed case passwords allowed for both Pet Owner and Provider logins.
- **“Print Help”** has been added to the Pet Owner Medical Records page, which lets them know how to collapse/expand sections of medical records prior to printing.

Veterinarian Information Pet's Name:

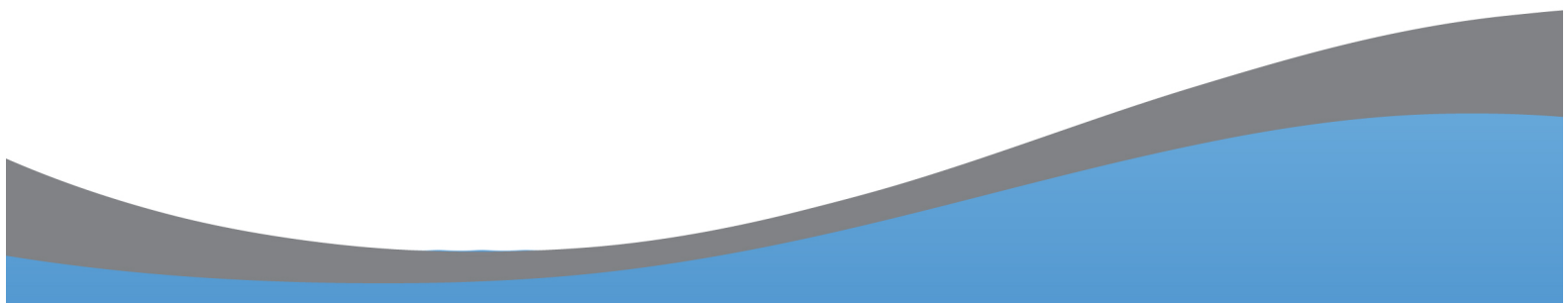
Veterinarian Name	John Smith	Phone	888-509-5779
Practice	Forest Ridge Veterinary Clinic	Fax	888-509-5779
Address	808 West Galveston	E-mail	email@veterinarian.com
City	Tulsa	Ohio	Zip 74104

Owner Information

Owner Name	John Alex	Phone	918-251-5253
Address	808 West	Cell	
City	Tulsa	Business	918-251-6598

PRINT SCREEN HELP

To exclude a section of medical records from printing click the '[-] less detail' link to collapse the section. To include, click '[+] more detail' to expand the section



- Pet Owner information block has been added to the Medical Records page for both Provider and Pet Owner logins. (This serves as a reminder to the pet owner to make sure their contact info on file with their vet is current and serves as an easy reference for the provider when logged in/viewing a pet's medical records.)

Owner Information			
Owner Name	John Alexander	Phone	918-251-5253
Address	808 West Galveston	Cell	
City	Tulsa	Business	918-251-6598
State/Zip	OK 74014	Email	sample@epethealth.com

- Life Stages articles have been updated with latest AAHA recommendations.

[Close Window](#)

Geriatric: Over 10 years*

While it is hard to think about, your dog is entering the final stages of life. Due to advanced age, geriatric dogs should have wellness examinations performed at least twice yearly. Dogs with underlying medical conditions may need to be evaluated more frequently. Review any medications and/or supplements with your veterinarian at each visit. The veterinary staff will make specific recommendations for booster immunizations for your pet. During the wellness visits, your veterinarian will be specifically addressing any changes that may be suggestive of discomfort or an underlying medical condition. Symptoms requiring investigation include changes in your dog's: behavior (e.g.: pacing at night), comfort and energy level, elimination habits, hearing, vision, water consumption, and appetite. Medical conditions at this age are primarily related to an aging body: kidney, dental, and heart disease, arthritis, dementia, and cancer. Laboratory testing, to evaluate organ function, provides indicators of your pet's overall health. Your veterinarian will discuss a treatment plan with you that addresses your aging companion's specific needs. Continue your home preventive medicine program outlined by your veterinarian: daily tooth brushing, regular exercise, and prophylactic medications for heartworm, fleas, ticks, and intestinal parasites. Regular heartworm testing and fecal examinations detect infections to keep your dog and your family parasite free. You should keep an open discussion between your family and your veterinary team regarding concerns you may have about how your aging pet is progressing through this life stage. Your veterinary team wants to help guide you through making the best choices for your canine family member.

**These age parameters are general guidelines. Since dogs age at different rates based on breed and genetics, your dog's particular life stage may vary.*

- Several Shopping updates have been implemented in accordance with updates from VetSource.
 - Back button/error handling
 - Shipping rates updated
 - Form-Factor included in product descriptions
 - Username field is now optional

- Nearly 100 **new** LifeLearn articles added to the Client Education Articles library.

Health Articles

[Print This Page](#)

Article: Lyme Disease in Dogs

[What is Lyme disease?](#)

Lyme disease is caused by a spirochete, *Borrelia burgdorferi*. A spirochete is a type of bacterium.

"Lyme disease is transmitted to dogs through the bite of a tick."

Lyme disease is transmitted to dogs through the bite of a tick. Once in the blood stream, the Lyme disease organism is carried to many parts of the body and is likely to localize in joints. It was first thought that only a few types of ticks could transmit this disease, but now it appears that several common species may be involved. The most common type of tick to carry Lyme disease is the Deer Tick.

[Can Lyme disease also affect people?](#)

Yes, but people do not get it directly from dogs. They get it from being bitten by the same ticks that transmit it to dogs. Therefore, preventing exposure to ticks is important for you and your dog.

[What are the clinical signs?](#)

Many people with Lyme disease develop a characteristic "bull's-eye" rash at the site of the bite within three to thirty days. If this occurs, the disease can be easily diagnosed at an early stage.

Symptoms of Lyme disease are more difficult to detect in animals than in people. The characteristic rash does not develop in dogs or cats. Because the other symptoms of the disease may be delayed or go unrecognized and because the symptoms are similar to those of many other diseases, Lyme disease in animals is often not considered until other diseases have been eliminated.

Borrelia

"Affected dogs have been described as if they were 'walking on eggshells'."

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Search & Select Articles Below

[Cats](#)
[Dogs](#)
[Horses](#)

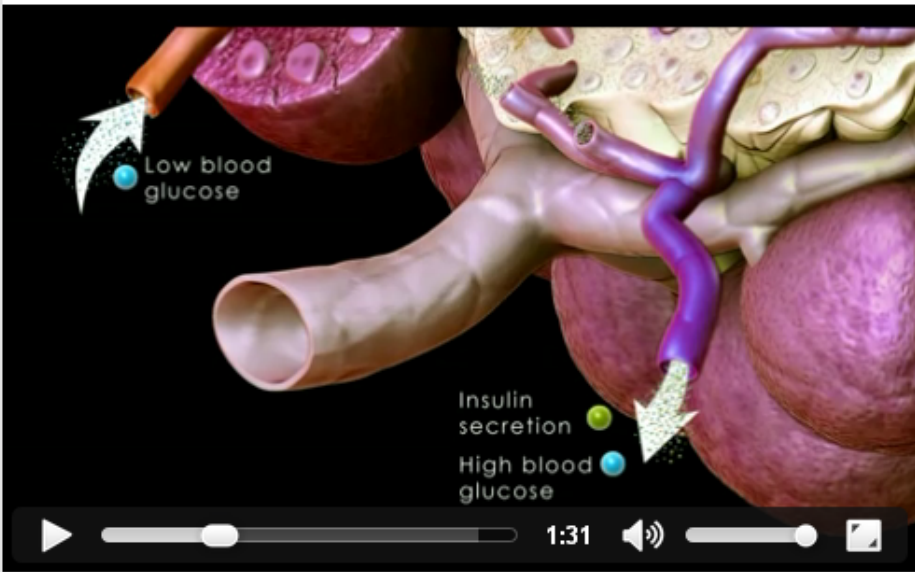
- Addison's Disease in Dogs
- Allergy - Flea Allergy De...
- Allergy - Food Allergy in...
- Allergy - General in Dogs
- Anal Gland Tumors
- Anal Sac Disease in Dogs
- Anemia in Dogs
- Arthritis in Dogs
- Bladder Stones in Dogs
- Bloat Gastric Dilatation ...
- Bone and Joint Tumors in ...
- Bone Diseases of Growing ...
- Breeding for Pet Owners - ...
- Calcium Oxalate Bladder S...
- Cancer Treatment
- Cataracts in Dogs
- Cherry Eye in Dogs
- Cheyletiellosis in Dogs
- Chocolate Poisoning for D...
- Coccidiosis in Dogs
- Colitis in Dogs
- Congestive Heart Failure ...
- Conjunctivitis in Dogs
- Corneal Ulcers in Dogs
- Coronavirus Disease in Do...
- Cruciate Ligament Rupture...
- Cryptorchidism in Dogs
- Cushing's Disease - Testi...
- Cystine Bladder Stones in ...

Many dogs affected with Lyme disease are taken to a veterinarian because they seem to be

- New Diabetes video added to Client Education Library (from DIA 5.1 update).

Health Videos

Video: Diabetes



Cats Dogs Horses

Select Videos Below

- Administering Eye Meds
- Administering Injections
- Allergies And Your Pet
- Anal Sac Disease
- Cataract Removal
- Cleaning and Medicating Ears
- Denerative Joint Disease
- Dental Health
- Diabetes
- Distal Radial Ulna Fracture Repair
- Ear Flush Procedure
- Ear Infections


- HTML-5 versions of Client Education Videos added for iPad users.
- Breed Info Library now has an Auto-Search feature that searches as you type.

Breed Information

[Print This Page](#)

Breed: Irish Wolfhound

Personality:
 This is a true, gentle giant. The breed's motto is "Gentle When Stroked, Fierce When Provoked." Will protect its people, but not much good as a watchdog. Very quiet, rarely barks. Gets along well with other dogs and cats. Laid back hound personality. Tends to be a one-family dog. Gracious with strangers but not gushy.



History:
 One of the oldest of purebred dogs, the Irish Wolfhound was the hunting dog of the Celtic

Search & Select Breeds Below

Irish Setter
 Irish Terrier
 Irish Water Spaniel
 Irish Wolfhound

- **"My Clinic"** is now re-titled **"My Practice"**.
- Practices can now specify each Doctor's appointment hours so Pet Owners see these when they select which Doctor they would like the appointment with.

My Practice
Pet's Name:

Veterinarian Name	John Smith	Phone	888-509-5779
Practice	Forest Ridge Veterinary Clinic	Fax	888-509-5779
Address	808 West Galveston	E-mail	email@veterinarian.com
City	Tulsa	State	Ohio Zip 74104

Please complete Request and click Submit.

Owner Name	<input type="text" value="John Alexander"/>	E-mail Address	<input type="text" value="sample@epethealth.com"/> <input type="checkbox"/> Reply by
Pet Name	<input type="text" value="Roxy"/>	Phone	<input type="text" value="918-251-5253"/> <input type="checkbox"/> Reply by

Type of Request:

Please note: TEST TEST TEST

Request Appointment With: Hours: M,W,F 8am - 1pm

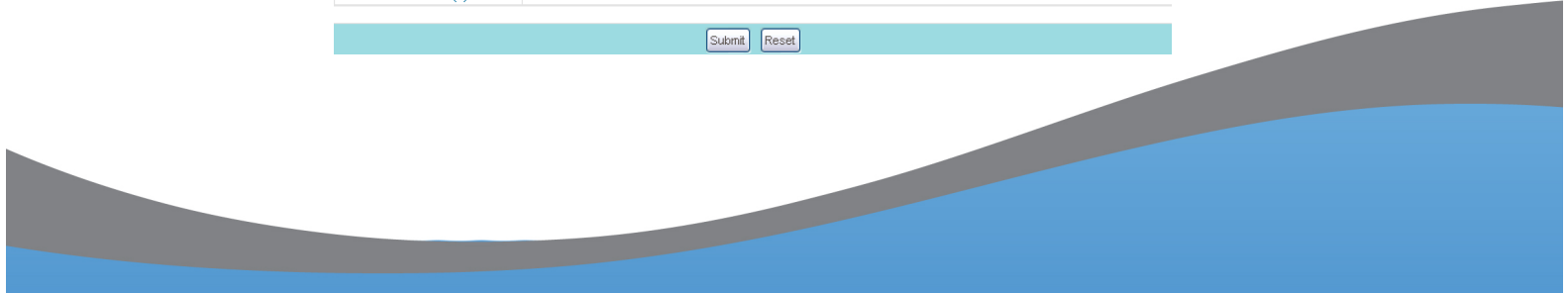
1st Requested Appt Date / Time(s) or Boarding Drop-Off Date / Time:

2nd Requested Appt Date / Time(s) or Boarding Drop-Off Date / Time:

Medication or Product Refill Name: Quantity:

Number of Cans: Size:

Reason for Appointment or Boarding Reservation Notes or Grooming Notes or Refill Notes or General Question(s):



- **A new request type has been added to “My Practice”** – the ability to request a Grooming Appointment.

My Practice			Pet's Name: Roxy		
Veterinarian Name	John Smith	Phone	888-509-5779		
Practice	Forest Ridge Veterinary Clinic	Fax	888-509-5779		
Address	808 West Galveston	E-mail	email@veterinarian.com		
City	Tulsa	State	Ohio	Zip	74104
Please complete Request and click Submit.					
Owner Name	John Alexander	E-mail Address	sample@epethealth.com	<input type="checkbox"/> Reply by	
Pet Name	Roxy	Phone	918-251-5253	<input type="checkbox"/> Reply by	
Type of Request	Request a Grooming Appointment				

- **New Quantity field has been added for Medication Refill Requests and Product Refill Requests** – this allows the pet owner to specify the Quantity desired for the refill.

My Practice			Pet's Name: Roxy		
Veterinarian Name	John Smith	Phone	888-509-5779		
Practice	Forest Ridge Veterinary Clinic	Fax	888-509-5779		
Address	808 West Galveston	E-mail	email@veterinarian.com		
City	Tulsa	State	Ohio	Zip	74104
Please complete Request and click Submit.					
Owner Name	John Alexander	E-mail Address	sample@epethealth.com	<input checked="" type="checkbox"/> Reply by	
Pet Name	Roxy	Phone	918-251-5253	<input type="checkbox"/> Reply by	
Type of Request	Request a Medication Refill				
Please note: TEST TEST TEST					
Request Appointment With	No Preference				
1st Requested Appt Date / Time(s) or Boarding Drop-Off Date / Time	Practice Appointment Hours: Mon - Friday 8:30am - 4:30pm				
2nd Requested Appt Date / Time(s) or Boarding Drop-Off Date / Time	Sep 18 2012 8 AM - 5 PM Sep 19 2012 8 AM - 5 PM				
Medication or Product Refill Name	Furosemide Liquid	Quantity:	60 ml bottle		
Number of Cans:		Size:			
Reason for Appointment or Boarding Reservation Notes	Refill notes...				

- Dosage Alerts can now be set up to be sent either via email, text message (SMS) or both! And they can also now be sent up to three times per day (for TID Meds)!

My Practice | Dosage Alerts | Feedback | Profile | Password

Dosage Alerts Pet's Name:

After your New Alert is entered, Please click Add New.

New Alert

Product/Medication Name	Number of Doses	Start Date	Alert Frequency	Send Email	Send Text
<input type="text" value="Cephalexin 500 mg"/>	<input type="text" value="42"/>	<input type="text" value="Sep 10 2012"/>	<input type="text" value="3 Times Daily"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

- Feedback Surveys can now be submitted including the pet's name(s) as well as the owner's name.

Submit with my contact information below
 Submit anonymously

Owner Name:

Pet Name(s):

E-mail Address:

Request follow-up email

Phone:

Request follow-up call

- Pet Owner Profile now has Time Zone selection to allow us to send dosage alerts at the precise time requested by the pet owner.
- **Pet Owner Profile now has two new unsubscribe options** – for eNewsletters and eSurveys.

Profile
Pet's Name:

After your changes are complete, Please click Update.

E-mail Address:	<input type="text" value="sample@epethealth.com"/>
Address:	<input type="text" value="123 Winding Test Blvd."/>
Alt Address:	<input type="text"/>
City:	<input type="text" value="Dallas"/>
State:	<input type="text" value="OH"/>
Zip Code:	<input type="text" value="12345"/>
County:	<input type="text"/>
Time Zone:	<input type="text" value="Eastern"/>
Home Phone Number:	<input type="text" value="555-1212"/>
Cell Phone Number:	<input type="text"/>
Work Phone Number:	<input type="text"/>
Lost & Found Phone Number:	<input type="text"/>
Ariel's Birthday:	<input type="text" value="Jan"/> <input type="text" value="1"/> <input type="text" value="2000"/> <input type="text"/>

Enable Ariel's eMail Health Service Reminders	<input checked="" type="checkbox"/> <i>You will be e-mailed health service reminders 30 days before your pet is due to visit the doctor.</i> E-mail format <input type="radio"/> HTML <input checked="" type="radio"/> Text
Enable Ariel's eMail Appointment Reminders	<input checked="" type="checkbox"/> <i>You will be e-mailed an appointment reminder 1-2 days before your pet's scheduled appointment.</i>
Enable Ariel's Text (SMS) Reminders	<input checked="" type="checkbox"/> <i>You will be text messaged an appointment reminder 1-2 days before your pet's scheduled appointment.</i> 10 digit Mobile Number: <input type="text" value="7408153966"/> <input type="text" value="Verizon"/>
Enable Ariel's eMail Birthday Cards	<input checked="" type="checkbox"/> <i>Your pet will be e-mailed a Birthday Card on their birthday.</i>
Enable Ariel's eMail Newsletters	<input checked="" type="checkbox"/> <i>Your pet will be e-mailed newsletters.</i>
Enable Ariel's eMail Surveys	<input checked="" type="checkbox"/> <i>Your pet will be e-mailed surveys.</i>

- Improved unsubscribe options are now available directly from any eCommunication a pet owner may receive. They can click to unsubscribe from that specific communication type (i.e., Appointment Reminders) or unsubscribe from all messages.

Provider Portal

- **The Provider login is now above the pet owner login** – on the marketing site. This is better placement considering that pet owners can now log in on the landing page.



- **Medical Records search now has two new fields available to search by** – Patient Rabies Tag and Client First Name.

The screenshot shows the "Medical Records" search interface. At the top, there is a navigation menu with links for Medical Records, eNewsletter System, eReports, Contact, and Tools. Below the navigation, there is a "Pet Search" section. The search form has a header that says "Please enter a Pet First Name, Pet's Rabies Tag Number, Client First Name or Client Last Name and click Search." Below this, there are four input fields: "Pet First Name (partial name accepted)", "Client Last Name (partial name accepted)", "Client First Name (partial name accepted)", and "Rabies Tag". To the right of these fields is a "Results" label and a large empty box for displaying search results. At the bottom of the form, there are "Search" and "View" buttons.

- Pet Owner information block has been added to the Medical Records page for both Provider and Pet Owner logins. (This serves as a reminder to the pet owner to make sure their contact info on file with their vet is current and serves as an easy contact reference for the provider when logged in/viewing a pet's medical records.)

Owner Information			
Owner Name	John Alexander	Phone	918-251-5253
Address	808 West Galveston	Cell	
City	Tulsa	Business	918-251-6598
State/Zip	OK 74014	Email	sample@epethealth.com

- New filter option that allows clients/patients to be targeted by Life Stage as well as Birth Date.

eNewsLetter System

Species: Canine
 Select All [more detail](#)

Species: Equine
 Select All [more detail](#)

Species: Feline
 Select All [more detail](#)

Gender/Altered:
 Select All [more detail](#)

Birthday:
 Include All [less detail](#)

From: Jun 20 2012 To: Jun 20 2013

Select dates via lifestage :

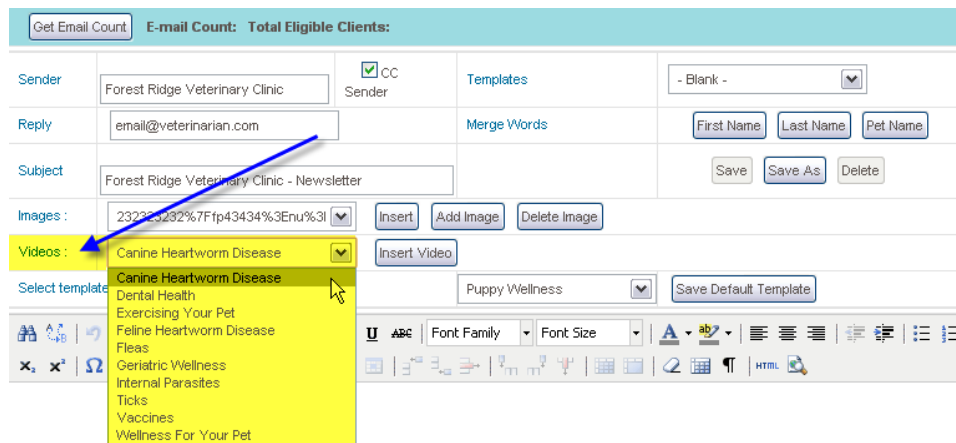
Get Email Count E-mail Count: T

Sender: Forest Ridge Veterinary
 Reply: email@veterinarian.com
 Subject: Forest Ridge Veterinary

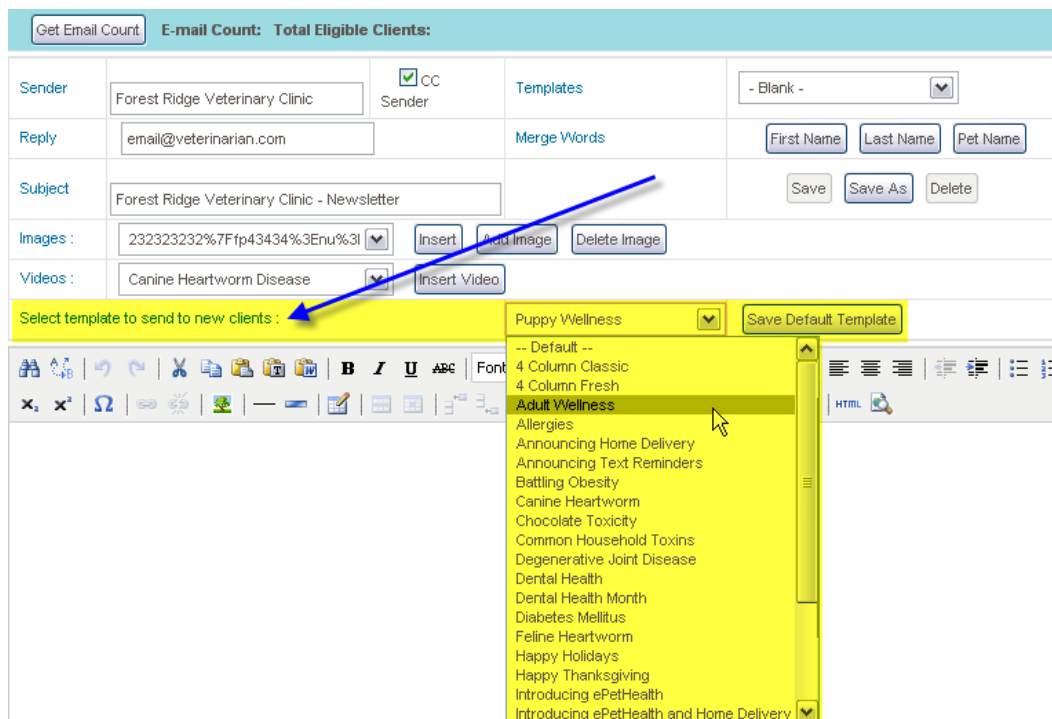
--- Select ---
 --- Select ---
 Puppy/Kitten 0-6 months
 Junior Dog 7-18 months
 Junior Kitten 7 months - 2 years
 Adult Dog 18 months - 5 years
 Adult Cat 3 - 6 years
 Mature Cat 7 - 10 years
 Mature Dog 6 - 7 years
 Senior Dog 7 - 10 years
 Senior Cat 11 - 14 years
 Geriatric Dog 11+ years
 Geriatric Cat 15+ years

First Name Last Name Pet Name
 Save Save As Delete

- Ability to add a link to select pet health videos for your eNewsletters.



- Providers can now set their own default template to send to new emails entered into the PIMS (after initial welcome newsletter is sent). It can even be a customized or built-from-scratch template!



- Two newly updated VetSource newsletter templates have been added.
 - These only show as choices if your practice has a VetSource ID # entered in the profile screen
 - Announcing Home Delivery
 - Introducing ePetHealth and Home Delivery



Home Delivery

Safe, Reliable, and Affordable
Pet Care products conveniently
delivered to your door!

Home Delivery Now Available!

Dear **#firstName**,

We are pleased to announce that we are now offering home delivery to make it easier for you to properly give the medications and preventatives that your pets need. The same quality medications and nutritional products that we offer in our hospital are now available for delivery directly to your home from our VetSource certified pharmacy. All of the products are sourced directly from the manufacturer, so that everything is guaranteed to be authentic and all manufacturer guarantees are in place.

Our Home Delivery Program Includes:

- **Online Store** - accessed through your pet portal and available 24/7 so you can shop from home at your convenience.
- **Remind Me™ Program** - single doses of flea tick and heartworm preventatives delivery monthly, on the day that they are to be administered. Program is pay-as-you-go, and includes FREE shipping!
- **Auto Refills** - any item from our store can be set up for automatic shipments at regular intervals so your pet's medication is at your home when you need it.
- **Free Shipping** - any orders \$49 and over qualify for free shipping (excluding diets, heavy items, and insulin)

Access our store through your pet portal or call us here at [888-538-5772](tel:888-538-5772)

Your friends at,
Forest Ridge Veterinary Clinic



Welcome to ePetHealth.

Revolutionizing client communication.

Dear **#firstName**,

In keeping with our commitment to provide excellent patient care, we are excited to introduce a New and User Friendly online service, ePetHealth. This technology offers you 24/7 online access to your pet's medical information. This service allows you to view or print the necessary information needed in an emergency, when traveling, boarding or taking classes.

Here are a few additional benefits.

- **My Clinic** - Contact the clinic via ePetHealth, even after hours, for appointment request, medication refill request, boarding reservation or to ask a general question. We will be notified immediately of your request. Imagine how much time this can save you!
- **Alerts** - Allows you to better manage your pet's important medication doses by setting up email alerts. These alerts will signal it is time for your pet's next dose and how many are remaining.
- **Reminders** - An email reminder will be sent to you 30 days prior to any upcoming vaccines and/or examinations due dates. Your pet's health and care is important to us, which is why we want your pet to stay current with examinations and preventative care. This service also sends you reminders when you have an appointment scheduled with our practice.
- **Educational Materials** - Your ePetHealth portal provides you with a library of educational materials including pet health videos, articles, breed information and interactive features.

Also now available - Home Delivery!

We are very happy to announce that we are also offering home delivery to make it easier for you to properly give the medications and preventatives that your pet's need. The same quality medications and nutritional products that we offer in our hospital are now available for delivery directly to your home from our VetSource certified pharmacy. All of the products are sourced directly from the manufacturer, so that everything is guaranteed to be authentic and all manufacturer guarantees are in place.

Our Home Delivery Program Includes:

- **Online Store** - accessed through your pet portal and available 24/7 so you can shop from home at your convenience.
- **Remind Me™ Program** - single doses of flea tick and heartworm preventatives delivery monthly, on the day that they are to be administered. Program is pay-as-you-go, and includes FREE shipping!
- **Auto Refills** - any item from our store can be set up for automatic shipments at regular intervals so your pet's medication is at your home when you need it.
- **Free Shipping** - any orders \$49 and over qualify for free shipping (excluding diets, heavy items, and insulin)

How Do I Get Started?

To begin using the service simply visit ePetHealth.com, enter your Email address where you received this message, and click the "I'd like to login?" link located in the Login section. Next, you will be emailed an activation link and guided through the registration process. You will

- New Bounceback Reports tool automatically sends a complete report of any email communication(s) that were not successfully delivered to a client – this now includes eNewsletters as well as the rest of the eCommunications types.
 - Bounceback Reports include client name, account #, email address and communication type that bounced back

- Practice can now specify each Doctor's appointment hours so Pet Owners see these when they select which Doctor they would like the appointment with.

Enable 'My Practice' Appointment Requests:	<input checked="" type="checkbox"/>
Display 'My Practice' Appointment Request Hours As:	Mon - Friday 8:30am - 4:30pm
Select Doctor :	Dr. Wynn <input type="button" value="Delete"/>
Selected Doctor Hours :	M,W,F 8am - 12p <input type="button" value="Save"/>
Add Doctor :	<input type="button" value="Add"/>

- A new request type is now available for My Practice requests – the ability to request a Grooming Appointment.

Enable 'My Practice' Boarding Requests:	<input checked="" type="checkbox"/>
Enable 'My Practice' Grooming Requests:	<input checked="" type="checkbox"/>
Enable 'My Practice' Medication Refill Requests:	<input checked="" type="checkbox"/>
Enable 'My Practice' Product Requests:	<input checked="" type="checkbox"/>
Enable 'My Practice' Questions To Be Submitted:	<input checked="" type="checkbox"/>

- Ability to upload a practice logo to add to Pet ID cards.

Enable Pet Owner 'Pet ID Card' Printing:	<input checked="" type="checkbox"/>
Enable 'Lost & Found' (Requires Collar Tags):	<input checked="" type="checkbox"/>
Webster VetSource ID:	123456
Upload practice logo:	<input type="button" value="Upload"/>
<input type="button" value="Update"/> <input type="button" value="Reset"/>	

Forest Ridge Veterinary Clinic
888-609-5779 - www.forestridgeanimal.com
After Hours Emergency: 111-222-5555


Roxy
Client ID: 

Golden Retriever
Spayed Female
Wt: 82.2 lbs / DOB: 09/10/2000
Rabies Tag: 19847
Micro Chip: 014467DH663

John Alexander
31 Pegasus Dr
Columbus, OH 43012
555-1212

Services Given	Good Until
Wellness Testing	07/25/2012
Wellness Exam	07/25/2012
Rabies Vaccination-3 year	07/25/2012
DA2PP Vaccination-3 year	07/25/2012
Heartworm Test with Tick Panel	07/25/2012

- All Marketing Settings pages have been separated so they are easier to find.
 - Health Service Reminders, Birthday Cards, Survey Settings, Appt Reminder Settings, etc.

- Survey questions are now fully customizable!

Edit eSurvey Questions

Enable eSurveys: [less detail](#)

Enable eSurveys: (Sent 2 Days After Appointments)

eSurvey Interval Between Appointments: 6 months

eSurvey Results Email(s): (Separate Multiple With Commas) Save changes

Appearance

- The exterior of the practice is well kept and inviting. [Edit] [Delete]
- The interior of the practice is clean, organized, comfortable, and has a good fragrance. [Edit] [Delete]
- The appearance of our healthcare team was professional and clean. [Edit] [Delete]

Client Care

- The greeting you received when you last called our clinic was friendly and professional. [Edit] [Delete]
- The time between leaving a message and receiving a return call was satisfactory. [Edit] [Delete]
- The availability of an appointment with my preferred doctor was adequate. [Edit] [Delete]
- The greeting you and your pet received upon check-in was friendly and courteous. [Edit] [Delete]
- The amount of time you waited in the reception area was appropriate considering appointment time and arrival time. [Edit] [Delete]
- The amount of time you waited in the exam room was acceptable. [Edit] [Delete]
- The check-out process was convenient and timely. [Edit] [Delete]
- The invoice you received was accurate. [Edit] [Delete]
- The waiting time while on-hold was reasonable? [Edit] [Delete]

Patient Care

- The healthcare team treated your pet with care and compassion. [Edit] [Delete]
- The attention given to your pet's past history was adequate. [Edit] [Delete]

Add new question

Select category: Appearance

Enter new question:

Add

- Owners can now include their pet's name with surveys they are submitting so the practice knows which pet's visit the survey is regarding.

Submit with my contact information below Submit anonymously

Owner Name:

Pet Name(s):

E-mail Address:

Request follow-up email

Phone:

Request follow-up call

Submit Reset

- Email and Postal Health Service Reminder Settings pages have been combined.
 - There is a tab for each to allow toggling between the two
 - For both email and postal health service reminders you can now choose from message options or create your own custom reminder message
 - You can now send **two** reminders (email and/or postal) prior to the reminder's due date
 - Filters for enabling reminders per species and including only certain reminder descriptions now available for email as well as postal reminders

Custom

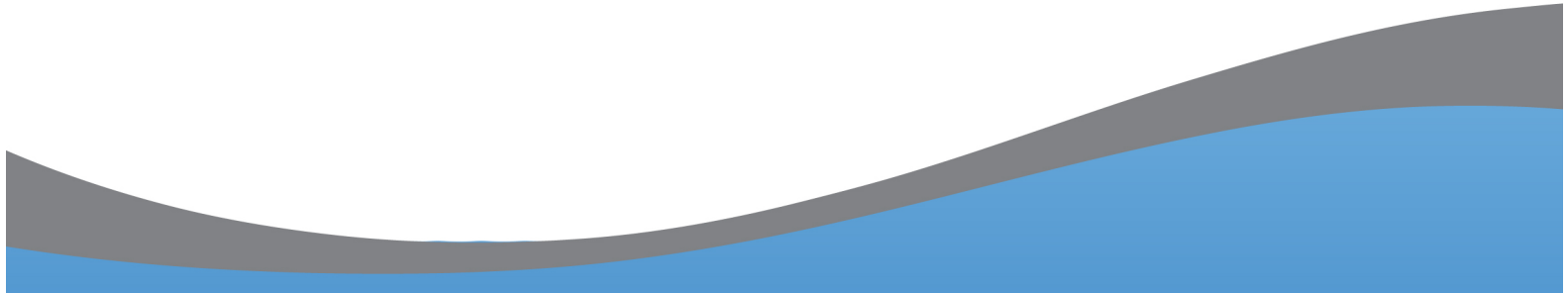
Insert values :

Pet Name

Pet Owner Name

Practice Name

I



Postal

Email



Enable Health Service eReminders: [less detail](#)

Enable All Reminders:

Enable Health Service eReminders per species:

- Canine
- Feline
- Equine
- Exotic/Other

Health Service Reminder Descriptions to Include by Description:
(Note: Leave blank to include all reminders in practice mgmt. system.)

Separate reminder descriptions with the pipe | symbol and space, (e.g. Comprehensive Physical | Rabies Vaccination | Annual Wellness). Please enter reminder description(s) exactly as they appear in your practice management system. We recommend copy and pasting

Send First eReminders:

Also Send eReminders:

Enable 30 Day Overdue eReminders:

Enable 60 Day Overdue eReminders:

Enable 90 Day Overdue eReminders:

Enable Custom eReminders:

B *I* U Font Family Font Size

HTML

Custom Reminder Html:

[#Reminder#]

These services are an essential part of your wellness care, and will keep you happy and healthy. Please have your human companion schedule an appointment with us today.

Sincerely,

Your friends at [#ClinicName#] / [#ClinicPhone#]

Custom Reminder Text:

<#Reminder#>

These services are an essential part of your wellness care, and will keep you happy and healthy. Please have your human companion schedule an appointment with us today.

Sincerely,

Your friends at Forest Ridge Animal Clinic / 888-509-5779

Select eReminder Images by Species: [less detail](#)

Species

Health Service eReminders Images

Select Canine Image:
(Click thumbnail for full-size image)



Select Feline Image:
(Click thumbnail for full-size image)



Postal Email

Postal Reminder Pricing: [less detail](#)

ePetHealth postal reminders are 0.59/card with postage included. Unlike similar services, we will print cards for your practice on a daily basis as opposed to batching reminders weekly. This means that your client will have a card mailed to them the day a reminder appears in our system. We will also combine pets with the same owner into a multi-pet card if reminders are due within the same timeframe. There is a 0.10/card charge for multiple pets on the same reminder. A card including 2, 3, 4 or 5 pets would be 0.69. This saves your practice over \$1.00 from having to send multiple cards to the same client. **Please note: Postal Reminders are currently offered for US customers only.**

The charges for our postal reminder service will appear on your monthly Webster/ePetHealth bill. If you have any questions, please call a sales representative at 888-826-0935.

Please verify/enter your Webster Account Number:

Select Send Schedule: [less detail](#)

Send Options - By selecting option(s) below you are activating Postal Reminders, and will be billed according to our Pricing listed above.

Enable Prior Service Reminders:	30 <input type="text"/> Days Prior
	5 <input type="text"/> Days Prior
Enable 30 Day Overdue Service Reminders:	<input checked="" type="checkbox"/>
Enable 60 Day Overdue Service Reminders:	<input checked="" type="checkbox"/>
Enable 90 Day Overdue Service Reminders:	<input checked="" type="checkbox"/>

How Send Schedule works:

30 Day Prior: If our system finds at least one 30 day prior reminder due per client, it then searches an additional 29 days forward for all pets reminders and includes them on the same card. 30 day prior cards can include reminders due 30 to 59 days prior.

30 Day Overdue: If our system finds at least one 30 day overdue reminder due per client, it then searches an additional 29 days forward for all pets reminders and includes them on the same card. 30 day overdue cards can include reminders due 30 to 1 day overdue.

60 Day Overdue: If our system finds at least one 60 day overdue reminder due per client, it then searches an additional 29 days forward for all pets reminders and includes them on the same card. 60 day overdue cards can include reminders due 60 to 31 day overdue.

90 Day Overdue: If our system finds at least one 90 day overdue reminder due per client, it then searches an additional 29 days forward for all pets reminders and includes them on the same card. 90 day overdue cards can include reminders due 90 to 61 day overdue.

Select Filtering Options: [less detail](#)

Filtering Options	Criteria
Enable All Reminders:	<input type="checkbox"/>
Enable Reminders per Species:	<input checked="" type="checkbox"/> Canine <input checked="" type="checkbox"/> Feline <input checked="" type="checkbox"/> Equine <input checked="" type="checkbox"/> Exotic
Do Not Send Postal Reminders to Clients with an E-mail Address:	<input checked="" type="checkbox"/>
Postal Reminder Descriptions to Include by Description: <i>(Note: Leave blank to include all reminders in practice mgmt. system.)</i> Separate reminder descriptions with the pipe symbol and space, (e.g. Comprehensive Physical Rabies Vaccination Annual Wellness). Please enter reminder description(s) exactly as they appear in your practice management system. We recommend copy and pasting.	<input type="text" value="test"/>

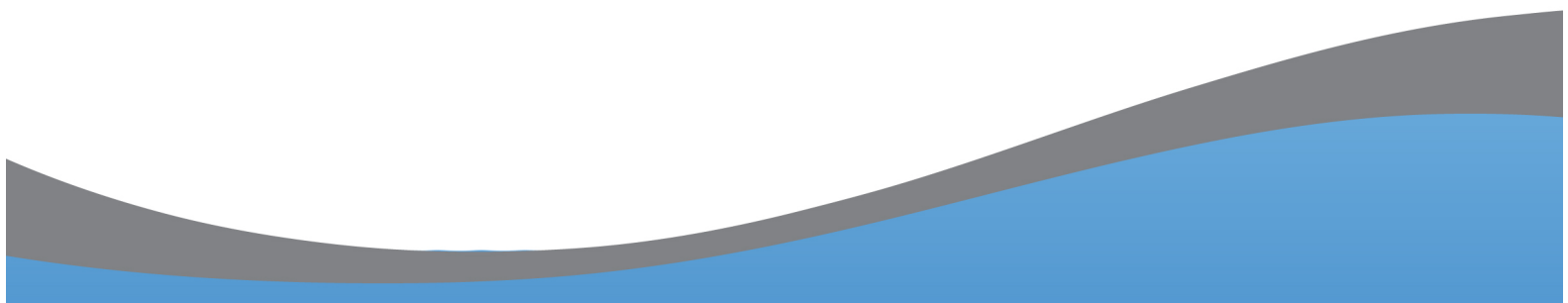
- **New “Featured Video”** page allows you to add a link to select pet health videos to your Health Service Reminders, Appointment Reminders and/or eSurveys.

- **“Add to Calendar”** link now available on **Appointment Reminder Emails to the pet owner** – so they can add it to their calendar with a simple click!

- Ability for practice to specify which types of notification emails go to which email addresses.

Notification Emails	
You can update notification specific email addresses here. When you are done, click Update.	
Pet owner profile update	<input type="text" value="test@email.com"/>
Appointment confirmation	<input type="text"/>
Appointment request	<input type="text" value="example@mail.com"/>
Boarding reservation request	<input type="text"/>
Grooming appointment request	<input type="text" value="sample@epethealth.com"/>
Medication refill request	<input type="text"/>
Product refill request	<input type="text" value="test@email.com"/>
General questions	<input type="text"/>
Survey results	<input type="text" value="example@mail.com"/>
Email Bouncebacks	<input type="text" value="sample@epethealth.com"/>

- **New Compliance and Reporting Dashboard** with several new reports added!
 - Health Service Reminder Report for Postal and Email
 - Overall
 - Detailed
 - Compliance Overall
 - Compliance Detailed
 - Appointment Reminder Report (Email, Txt, Phone)
 - Detailed
 - Compliance Detailed
 - eSurvey Report
 - Overall Results
 - Survey Status
 - Demographics Reports
 - By Client
 - By Patient
 - Patient Life Stage
 - eNewsletter Report
 - Sent Overall
 - Sent by Details



Client Demographics Report

Patient Demographics Report

Species Group: <All species> HTML4 Go

Patient Demographics Report

Species Group	Species	Pet Name	Breed	Birthday	Count
<input type="checkbox"/> Canine					4885
	<input checked="" type="checkbox"/> Canine				4885
<input checked="" type="checkbox"/> Feline					1336
<input checked="" type="checkbox"/> Other					154
Total					6375

Graphic Representation

