ePetHealth Updates

April 2013

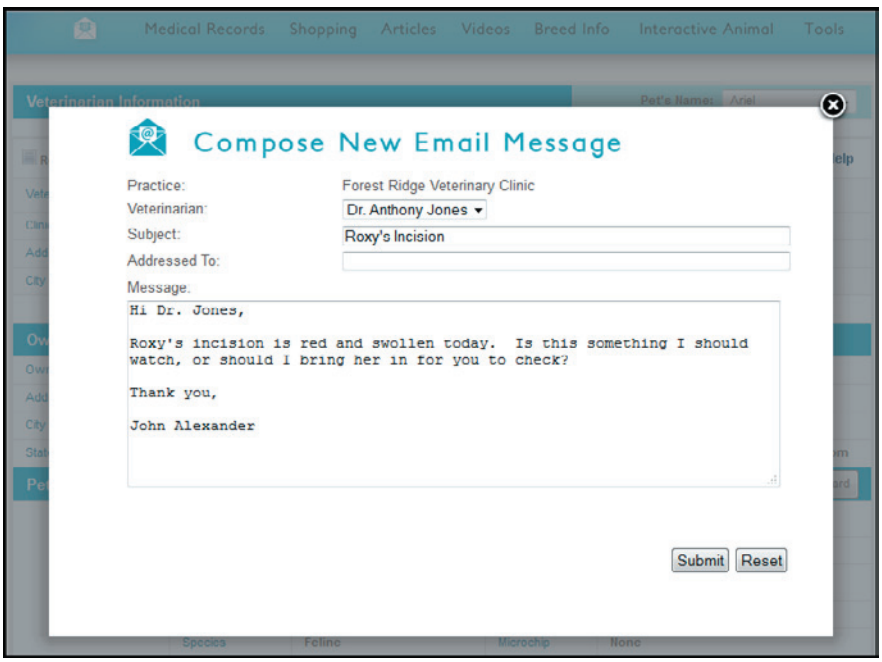
ePet HEALTH
a Patterson Service

Pet Owner Portal

1. **Email My Vet** – Allows pet owners the ability to easily email their veterinarian, practice staff member, or resource group from within their portal.

    a. A new envelope icon is now available in the main menu of the pet owner portal.

    b. Clicking the envelope icon opens a popup window that allows the pet owner to enter their email details.



    c. The Veterinarian list pulls from the list of Doctors in the provider profile and also includes an 'Other Staff Member' option.

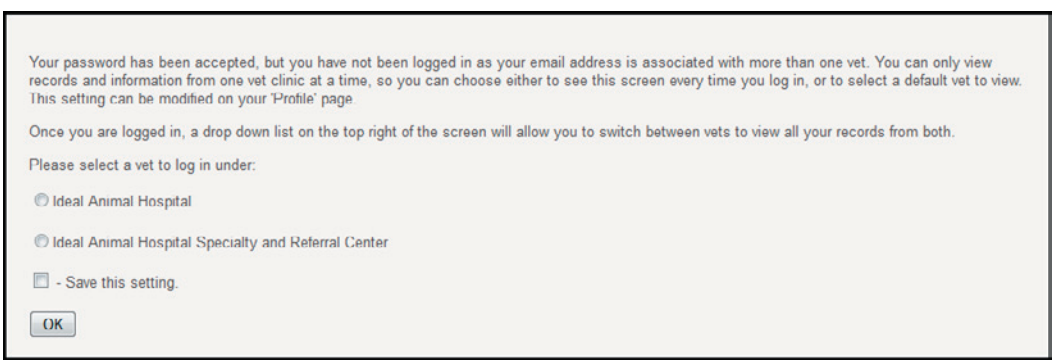
    d. The optional 'Addressed To' field allows the user to specify the person they are emailing if they have selected the 'Other Staff Member' option. These emails will be sent to the practice email address in your provider profile.

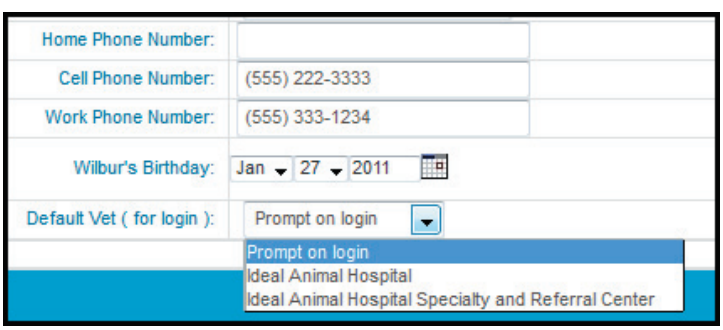
2. **Multi Vet Login** – Allows pet owners associated with multiple veterinary practices to choose which practice they would like to log in to. Once a practice has been selected, only data from that hospital will be viewed in the pet owner portal. Toggling from practice to practice is seamless and simply requires the user to choose the practice from a dropdown list.

    a. Automatically recognizes and enables functionality if a pet owner's email address is on file at more than one veterinary practice.

    b. Allows the user to switch veterinary practices using a dropdown list. The user is never required to log out.

    c. Upon initial login, the pet owner will be prompted to select which veterinary practice they wish to view. This setting can be saved, either from the login screen or from the pet owner profile page, and can be modified at any time from the profile page.



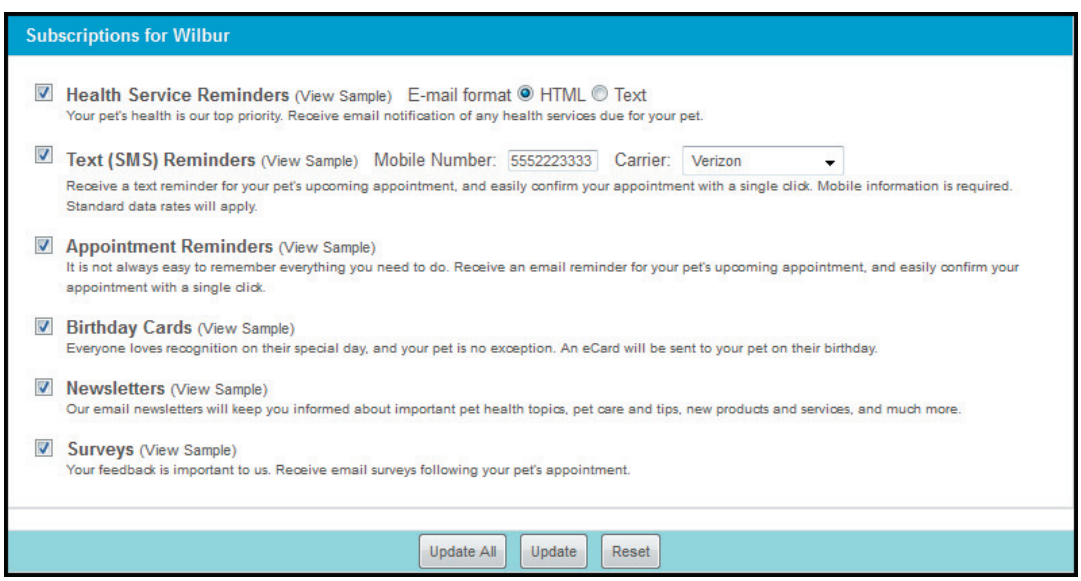


3. **Expanded Subscription Options (Portal)** – Enhancements to the pet owner portal profile page allow the user to better understand their subscription options while still allowing them to easily make changes.

    a. A new layout makes the subscription options easier to read.

    b. A 'View Sample' link is available for each subscription option, allowing the user to see a sample of what they would receive.

    c. Better descriptions give users the information they need to make informed decisions about what they wish to receive.



    d. The 'Update' button allows the user to update subscriptions for the currently selected pet, while the 'Update All' button allows them to update subscriptions for all pets on the account.

4. **Expanded Subscription Options (eCommunications Unsubscribe Link)** – Each email sent by ePetHealth includes an unsubscribe link. This link now directs the user to a redesigned Unsubscribe page that allows them to better understand their subscription options while still allowing them to easily make changes.

    a. A new layout makes the subscription options easier to read.

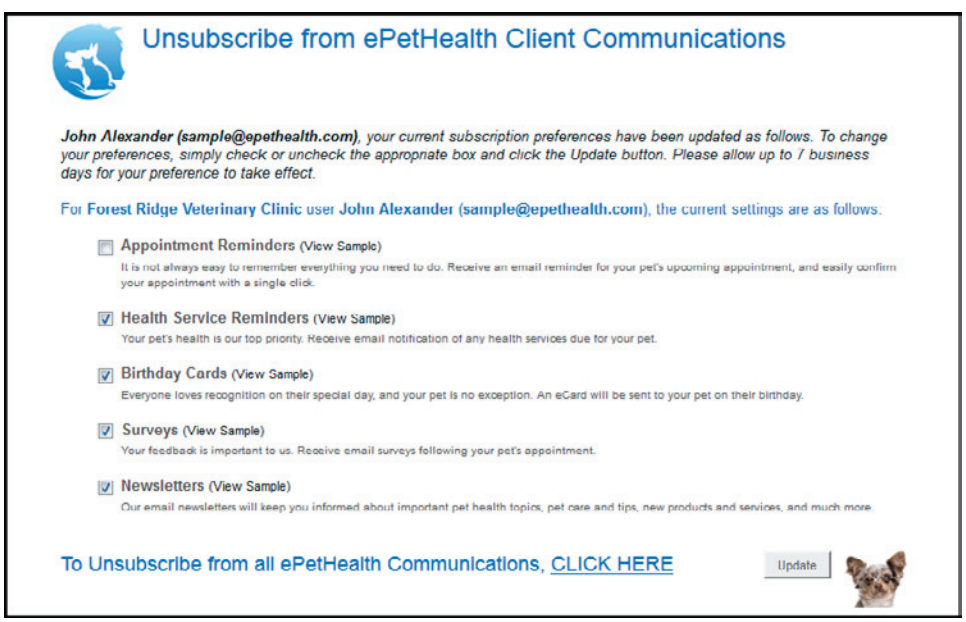
    b. Better descriptions give users the information they need to make informed decisions about what they wish to receive.

    c. A 'View Sample' link is available for each subscription option, allowing the user to see a sample of what they would receive.

    d. The page will automatically deselect the user from the eCommunication type they were directed from.

    e. Subscription updates apply to all pets on the user's account.

    f. Separate subscription options are displayed for each practice the user is associated with.



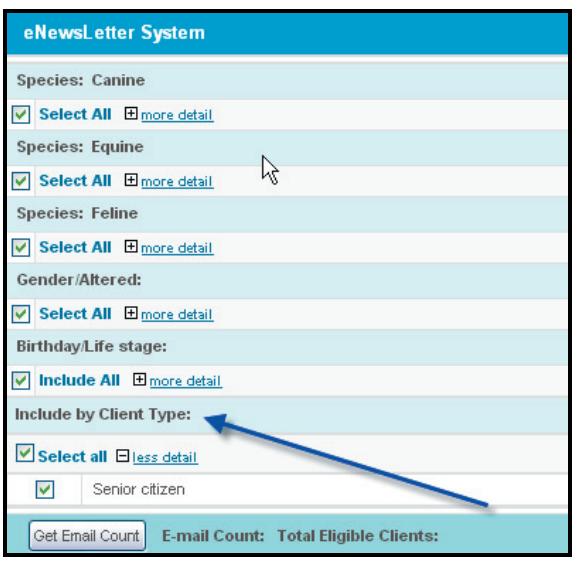
Provider Portal

1. **eMarketing by Client Type**

    a. eNewsletter System

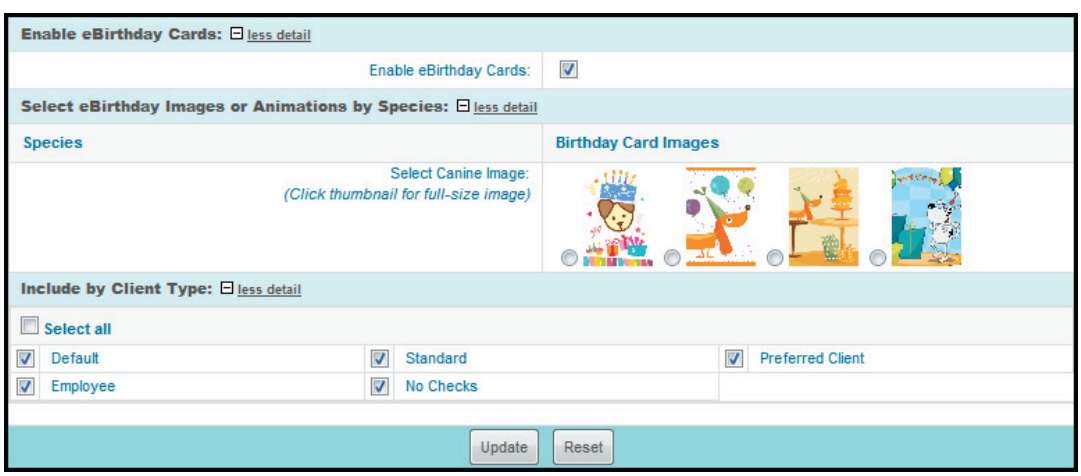
        i. A new filter has been added for Client Types. The Client Type list populates from your practice management software and allows you to select which types will receive an eNewsletter. The selections will include an option for clients with no Client Type specified so they can also be included.

            - As with the other eNewsletter System filters, this setting is not retained. You will need to select the appropriate filters each time you enter the eNewsletter system.

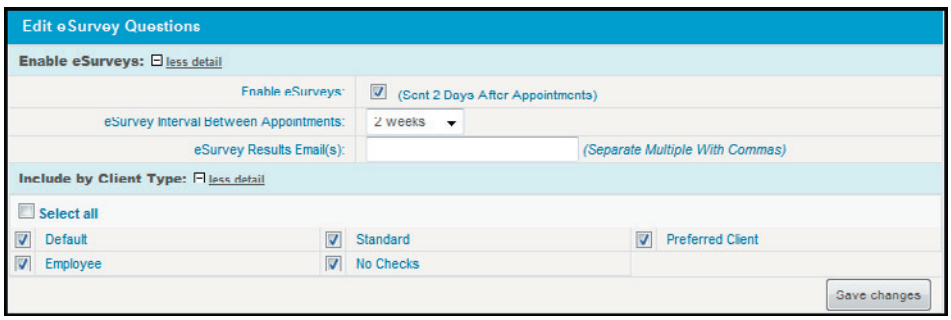


    b. Tools > Birthday Cards

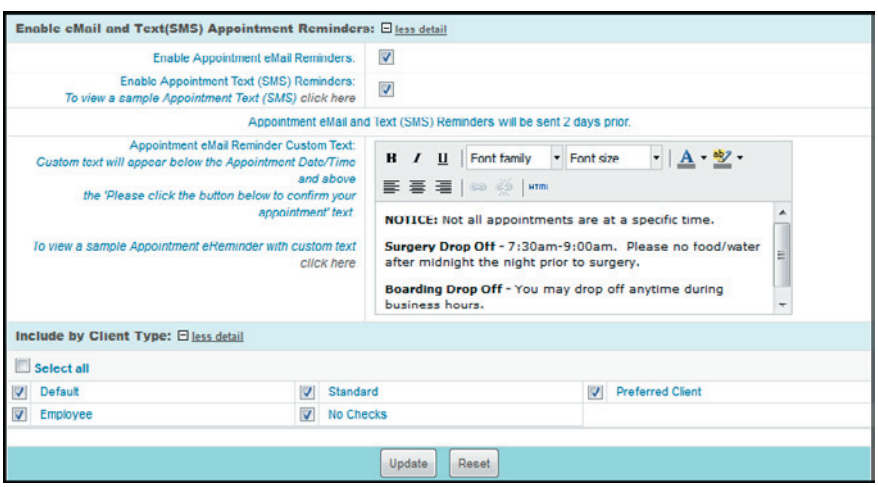
        i. Now shows Client Types from your practice management software and allows you to select which ones receive Birthday cards. The selections will include an option for clients with no Client Type specified so they can also be included.



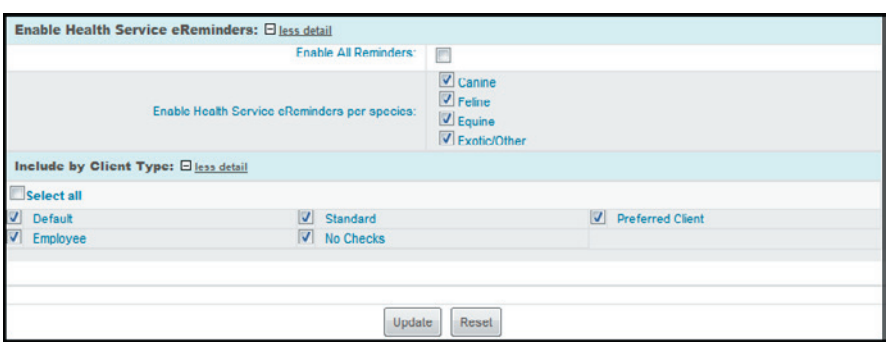
c. Tools > Surveys
    i. Now shows Client Types from your practice management software and allows you to select which ones receive Surveys. The selections will include an option for clients with no Client Type specified so they can also be included.



d. Tools > Appointment Reminder Settings
    i. Now shows Client Types from your practice management software and allows you to select which ones receive Appointment Reminders. The selections will include an option for clients with no Client Type specified so they can also be included.

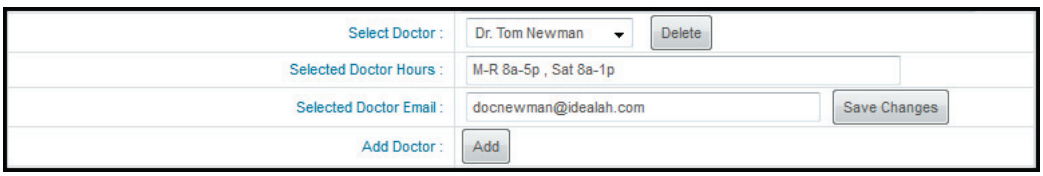


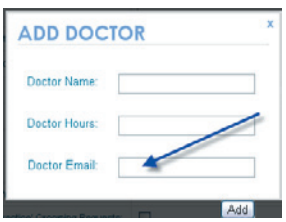
e. Tools > Health Service Reminder Settings (Email and Postal)
    i. Now shows Client Types from your practice management software and allows you to select which ones receive Health Service Reminders, both Email and Postal. The selections will include an option for clients with no Client Type specified so they can also be included.



2. **Email My Vet Setup** - Tools > Profile

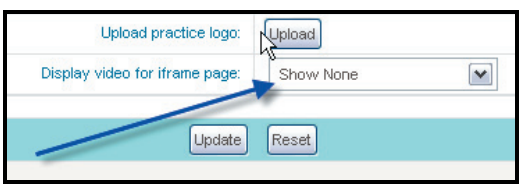
    a. The Add Doctor/Edit Selected Doctor area of the provider profile now has a field for email address. Emails sent through the Email My Vet functionality of the pet owner portal will be directed to the email address configured in this field. Due to the flexibility of this setup, general resource groups can be configured as well (i.e., Technicians, Receptionists, Groomers, etc.).





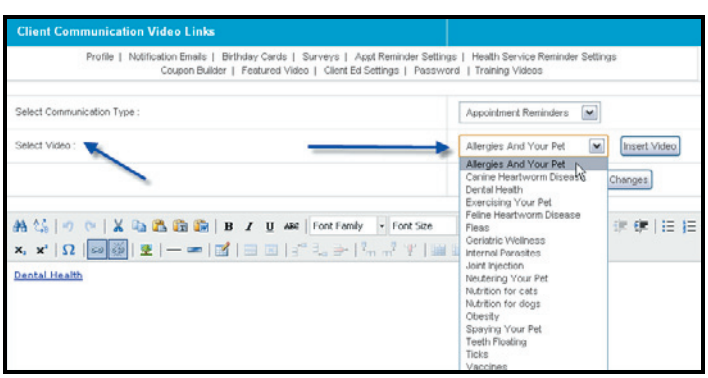
3. **Customization of iFrame Login Video** – Tools > Profile

    a. If you have integrated (iFramed) ePetHealth into your practice website, your pet owner login shows a client education video link. A new field has been added to allow customization of this link, including the ability to exclude the link if desired.



4. **Client Communication Video Links** – Tools > Featured Video

    a. Additional videos have been added to the 'Select Video' list.



Integrating ePetHealth into your Website

1. **iFrame -** An iFrame, or Inline Frame, is used to embed content from another source into an existing website. By using an iFrame, you have the ability to embed the ePetHealth pet owner portal into your own practice website, allowing the pet owner to remain within your site while accessing all the great functionality available in ePetHealth.

2. **Historical Setup** - **All providers, existing and new, will need to complete the integration setup as defined in this document.**

    a. Prior to the April 2013 ePetHealth update, the required code and URL format did not specify the Provider ID. With the introduction of Multi Vet login, as well as the ability to customize your iFrame video link, it is important that ePetHealth is able to identify you through your iFrame. The historical iFrame setup will continue to operate normally for a period of time, however, the new features will be unavailable.

3. **How to Integrate** - In order to integrate ePetHealth into your website, specific code must be added to the desired website page. You can provide the following details to your website designer.

    a. The URL used for the iFrame page must be in the following format:

    https://epethealth.com/Home/IndexI/VetId/Size?ssurl=Url

        i. VetId - The ePetHealth Provider ID selected at enrollment. If this is not entered, the iFrame will not work.

        ii. Size – The frame size desired, which must be between 608 pixels wide and 768 pixels wide. If not specified, the default is 768 pixels.

        iii. Url – The URL to your CSS file, if appropriate. If you are linking to the file on the ePetHealth site (sample_style.css), this is not needed. Further customization information is included in 3c below.

b. The following code will need to be added to your website page. This will create a frame, 768 pixels wide by 1000 pixels high, and ePetHealth will run inside of this.

NOTE: Remember to customize the "https://epethealth.com/Home/IndexI/VetId/Size?ssurl=Url" line per the information in 3a above.

**<iframe name="ePetHealth.com" src=" https://epethealth.com/Home/IndexI/VetId/Size?ssurl=Url" width="100%" height="1000" scrolling="yes" frameborder="0">
     [Please download the latest version of the browser to enable this experience related document.]</iframe>**

c. If you would like to make customizations to the iFrame, you can further define the code using the following guidelines:

i. The ePetHealth CSS file (sample_style.css) is a cascading style sheet file and can be edited by a web designer in order to change the appearance of the frame within your site. In order to use this, edit the CSS file, upload it to your web server and point this line to your site (i.e., ssurl=http://myvet.com/sample_style.css). This will force the page to load the CSS from your site and to be styled accordingly.

Note: ePetHealth is unable to provide support for any CSS customizations. If you choose to use a custom CSS file in place of the ePetHealth CSS file, you will need to contact your web designer for support.

ii. The height of the frame can be set using the height="" line. The default height is 1000 pixels. When changing the width or height, remember that while the login box is small, once you have logged in, the frame stays the same size. The content, especially DIA graphical content, will look best when inside a frame that is as large as possible. Again, the supported range of page widths is 608 to 768. Any size height will work, as the page will have scroll bars to access parts not immediately visible.

ePetHealth Mobile®

We are pleased to now offer iPhone® and Android® mobile apps for pet owners whose veterinary practice uses ePetHealth. This convenient app is free and can be easily downloaded from the Apple or Google Play stores. Links to both versions of the app will also be available through the ePetHealth portal.

Features of the app include:

- Access to medical records and medication history
- Health service reminders
- Mobile Pet ID card
- Prescription refill requests
- Smart dialing, maps and email to the pet owner's veterinarian
- Mobile dosage alerts
- Appointment requests
- A reference library of pet health videos

After downloading the app, pet owners simply enter their email address and ePetHealth password to log in. To learn more, please visit our website or search for "ePetHealth" on the Apple or Google app stores!

EPH130032 (4/13)

ePet HEALTH
a Patterson Service