

# MyPetsWellness App for Rapport<sup>®</sup> Users

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### Introduction

The MyPetsWellness app allows pet owners to have a direct connection to your veterinary practice, providing access to their pet's medical records, appointment booking and much more.



#### Please enter the email you provided to your veterinary practice Email Bubmit If your email address is found in one of our veterinary clinics, you will receive an email with your activation code

### Login / Registration

All users are required to authenticate to a practice in order to use the app. If the user is not authenticated (new user or user has logged out), the pet owner will be prompted to request and then enter an authentication code.

- The app opens to a "**Please enter the code:**" area asking for a 6 digit code.
- Select "Don't have code" option.

• Enter the email address on file at your vet clinic and the system will automatically generate an email with a code.







• A "Success" window will confirm when the code was sent.

- The confirmation email will contain both clinic and client information that should be verified for accuracy prior to creating the account.
- The email will also contain the 6 digit code that is required to log into the Welcome screen.

This code will expire 4 days after email is sent.



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4	Account verification	
а	This helps to verify that th account really belongs to y	is ou
Pleas	se, select your email	
C***	********@h*****.com	0
e***	*****@y****.com	0
W***	***********@h******.com	0
a***	****@y****.com	0
****	******@g****.com	0
	Submit	

• Enter the code on the login screen and click "Submit".

- Select the obfuscated email address that belongs to the pet owner account and click "**Submit**".
- Once confirmed, you will stay logged in to the app even if you close or shut down. To log out, click "More>Sign Out". (Authentication process detailed above will re-initiate.)



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### Pets



#### **Information tab**

This tab displays the basic patient details. Users can view and/or edit these details.



Changes made in the app will not automatically update information in the practice software. Your practice staff will receive an update of the change and can choose to make the change in the practice management software or not.

	Pe	ts	
	O APPOINTMENTS	4 REMINDERS	1 PRESCRIPTIONS
Percy	R	2	Edit
① Updated	on 08/31/2020	9:38 AM	ð
Species			Dog
Breed		Terr	ier, Boston
Color		Black	and White
Gender			9 Female
Birthdav		Augu:	st 18 2009

• The app displays the last time the patient information was updated. Click the refresh button to refresh the data.

① Updated on 08/31/2020 9:38 AM

- To switch between pets on the account swipe right or left on the pet image.
- Click the "Edit" button in the lower right hand corner of the image to edit the patient information.





- Click "Tap Image to change".
- Browse to the location of the new image and make the selection.
- Click "**Save**" button to save the new image and you will receive a "Success" confirmation once the image was successfully saved.

Image: Deliver of the second seco	BERS PRESCRIPTIONS
Percy O Updated on 08/31/2020 3:04 P Species Breed	
Updated on 08/31/2020 3:04 P Species Breed	Edit
Breed	M S
	Terrier, Boston
Color E	lack and White
Gender	Female
Birthday	August 18 2009
Weight	27.01 lb
Pets Appointments Reminders	Pet office More

• All the Pet Details such as Species, Breed, Color, etc. can also be edited.

• A user can also choose to stop a pet from displaying in the app by clicking the "**Remove pet** from my account" option at the bottom of the edit screen.

This will not remove the pet from the clinic database, but your practice staff will receive an update of the change and can choose to make changes in the practice management software as needed.



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### **Appointments tab**

Under Pets select Appointments at the top to see upcoming appointments for the selected pet.





- If the selected pet has no appointments, the user will see the message "No appointments yet", otherwise it will display any upcoming appointment.
- To book a new appointment for a selected pet, select the "+ NEW" option.

The app will step users through a series of prompts to select a reason, day, time and provider for the appointment, as shown:

×	New Appointment	
Rea	son	
Pleas	se select a reason for visit	
Annu	al Wellness/Vaccination	>
Sick	Visit	>
Follo	w-Up Appointment	>
Tech	Appointment	>
Tech	Appointment	







#### - Notes

#### Add Notes

Please tell should kno	us if you hav w for this ap	e anything v pointment.	ve
Notes			
Related Im	ages		
Include rela record.	ated images f	or the medi	ical
+			
	Continu	A	
111	0	<	

← Appoi	ntment sum	imary
Please rev	view and co	onfirm
The summar appointment	y information	for your pet's
Date	Septe	mber 10 2020
Time		08:10 AM
Client	Mr/Mrs.	Sarah Lashley
Pet		Percy
Reason Ar	nnual Wellnes	s/Vaccination
Provider	Saral	h L
Notes Percy just needs h up her heartworm	ner annual wellness medicine too.	exam and I'll pick
Bo	ook Appointm	ent
	Cancel	
111	0	<

- Further prompts allow the user to add any additional notes or attach any images that may be beneficial for the appointment
- Click "Continue" to complete.

• The Appointment Summary window shows the details of the appointment. If these are correct, click "**Book Appointment**".



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• A "Success" notification will display providing an opportunity to add the appointment to your calendar if desired.

• The new appointment will now display on the selected pet appointment window.



### **Reminders tab**

This area displays the active reminders for the selected pet.





• Click to switch between a display of either "**Coming Due**" or "**Overdue**" reminders for a specific pet

• Click the icon to the right of each reminder to to add the reminder to a personal calendar.

Icons may vary depending on IOS or Android version



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### **Prescriptions tab**

This area displays a list of the patient's prescriptions with the date they were administered.

- Clicking a prescription entry will display the details about that prescription such as notes, quantity given, remaining refills..etc.
- Click the "**Request Refill**" button at the bottom of the screen to send a refill request of the prescription to the clinic.
- "Success" message will display once the request is successfully submitted. The clinic will receive an email of the request.

Pets	< Prescription	< Prescription
Image: Processing and the second s	Acepromazine is a tranquilizer and depresses the central nervous system. Acepromazine is classified chemically as a phenothiazine neuroleptic, which means it modifies the chemicals in the brain to change an animal a babavier.	Acepromazine is a tranquilizer and depresses the central nervous syst Acepromazine is classified chemi as a phenothiazine neuroleptic, wh means it modifies the chemicals in brain to change an animal s behavi
Prescriptions August 31 2020 Prednisolone 20 mg REFILL	Quantity 1	Qu Your prescription refill request
August 31 2020 Acepromazine 10 mg	Date August 31 2020 Refill count 0	Dat Thank you.
December 20 2018 Sarah's Pharmacy Items		Confirm
	Comments Refill request	Comments Refill request
Pets Appointments Reminders Pet office More	Cancel	Cancel

The Request Refill option in the app can be set at the clinic level. If the clinic chooses not to allow refill request through the app then, depending on the version of the app, it will just display a pill icon (IOS versions) and clicking that icon will bring up the prescription details window or no option to refill (on Android versions).



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### Appointments

Clicking "**Appointments**" in the app's main navigation will display a summary of all upcoming pets' appointments.



### Reminders

Clicking "**Reminders**" in the app's main navigation will display a summary of all pets' Coming Due or Overdue reminders.



### **Pet Office**

Ê
Pet office

This area displays your basic practice details, such as contact information and hours of operation.

Pet	office 🖉
La	shley's Vetlogic
Acc	ount 06
Add 123	ress Support Street
Offic 877	ce Phone 8389273
Offic	ce Email @avimark.net
City	apolis
Stat MO	e
Zip (	code 20
Web http	site ://
0	Sunday Closed
0	Monday 07:00 AM - 05:00 PM
0	Tuesday 07:00 AM - 05:00 PM
0	Wednesday 07:00 AM - 05:00 PM
()	Thursday 07:00 AM - 05:00 PM
0	Friday 07:00 AM - 05:00 PM
0	Saturday Closed

- Click the arrow icon ( 1) or any of the address details to open a map to the practice and initiate turn-by-turn directions.
- Click the phone icon ( ) or Office Phone number to call the practice.
- Click the email icon ( ☑ ) or Office Email to send an email to the practice.
- Click the Website URL to open the practice website.



### More



Click here to find other useful app features.



× Profile	
Preferred Contacts	
Sarah Lashley lash@gmail.com	
Your Info	
Name Mr/Mrs. Sarah Lashley	
Address 63 County Road	
City Des Arc	
State MO	
Zip Code 63636	
63636	

#### Profile

Displays details of the client account.

Information in this window cannot be edited.



#### Feedback



#### Leave Feedback

This area allows the client to leave feedback about the app.

×	Settings
Visua	í.
Dark	mode
Арро	intment Reminder Communication
Emai	i 🗨
Text	•
Phor	e 🗨
Post	card O
Enab com remi	le this setting if you'd like to receive nunications regarding appointment nders
Pet R	eminder Communication
Emai	
Text	
~	

#### Settings

This area will allow the client to edit the communications they would like to receive from the clinic.

There are four areas of communications that can be activated or disabled from the settings menu. For each area listed, click the slider button to turn on or off specific communication channels.

#### **Communication Types**

- Appointment Reminders
- Pet Reminders
- Practice Messages
- Marketing Communications

#### **Communication Channels**

- Email
- Text
- Phone
- Postcard





### Sign Out

This area allows the client to log completely out of the app. Logging out will require the entry of a new 6 digit passcode the next time the client opens the app.



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