



MyPetsWellness App for Rapport[®] Users

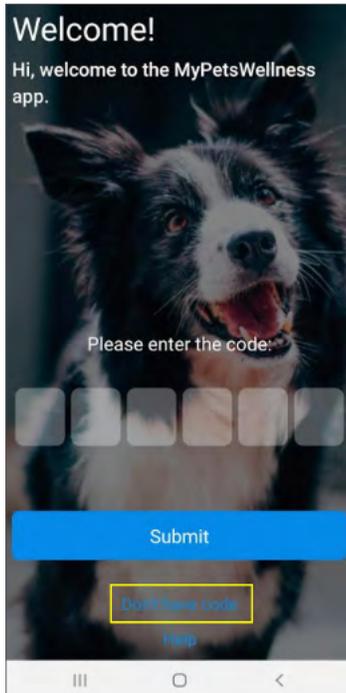
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Introduction

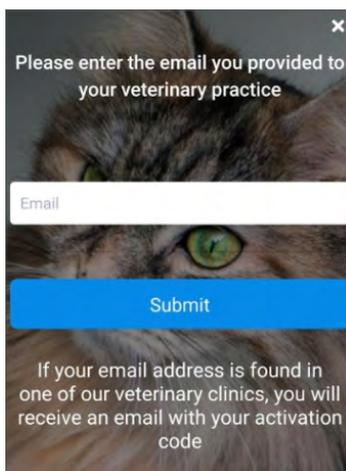
The MyPetsWellness app allows pet owners to have a direct connection to your veterinary practice, providing access to their pet's medical records, appointment booking and much more.



Login / Registration

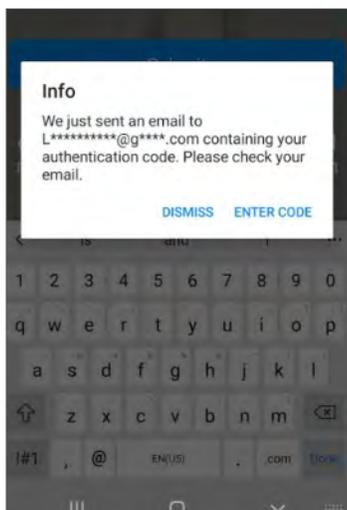
All users are required to authenticate to a practice in order to use the app. If the user is not authenticated (new user or user has logged out), the pet owner will be prompted to request and then enter an authentication code.

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

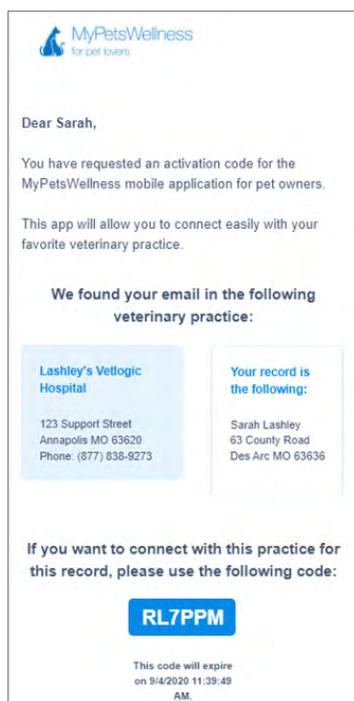


- Enter the email address on file at your vet clinic and the system will automatically generate an email with a code.

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- A “Success” window will confirm when the code was sent.

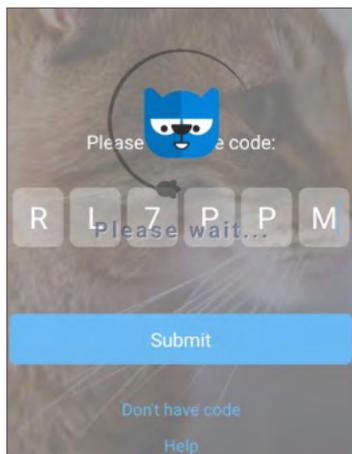


- The confirmation email will contain both clinic and client information that should be verified for accuracy prior to creating the account.
- The email will also contain the 6 digit code that is required to log into the Welcome screen.

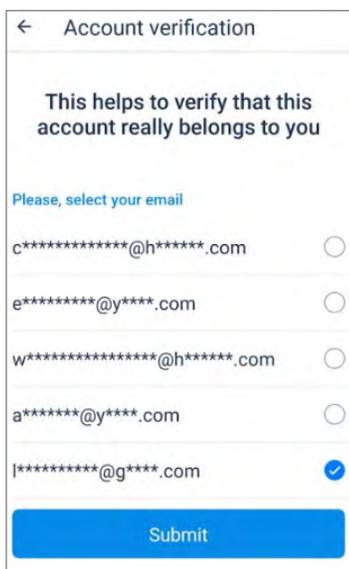


This code will expire 4 days after email is sent.

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- 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

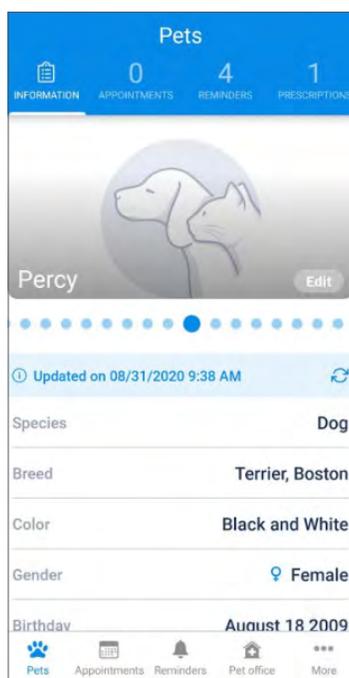


Information tab

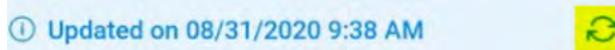
This tab displays the basic patient details. Users can view and/or edit these details.



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.

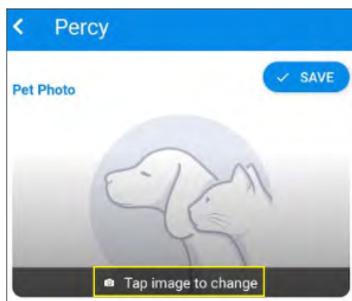


- The app displays the last time the patient information was updated. Click the refresh button to refresh the data.

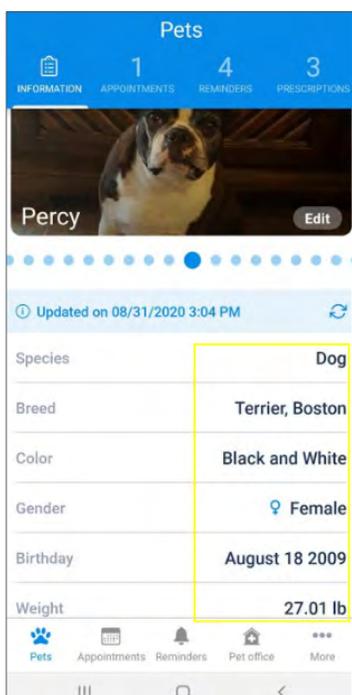


- To switch between pets on the account swipe right or left on the pet image.
- Click the **“Edit”** button in the lower right hand corner of the image to edit the patient information.

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- 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.



- 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.

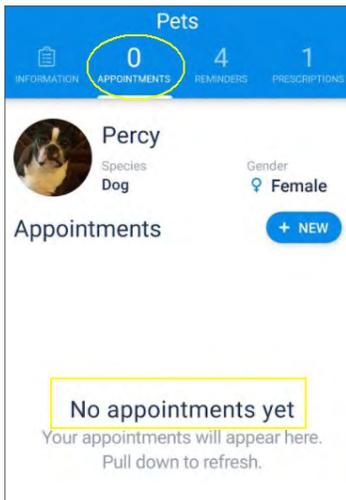
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Appointments tab

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

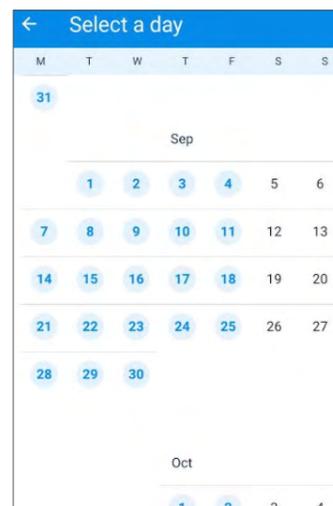
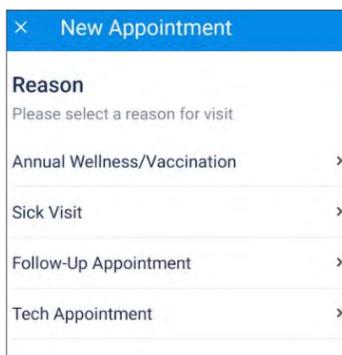


This app does not display past due appointments



- 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:



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← Notes

Add Notes

Please tell us if you have anything we should know for this appointment.

Notes

Related Images

Include related images for the medical record.

+

Continue

- 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.

← Appointment summary

Please review and confirm

The summary information for your pet's appointment

Date **September 10 2020**

Time **08:10 AM**

Client **Mr./Mrs. Sarah Lashley**

Pet **Percy**

Reason **Annual Wellness/Vaccination**

Provider **Sarah L**

Notes

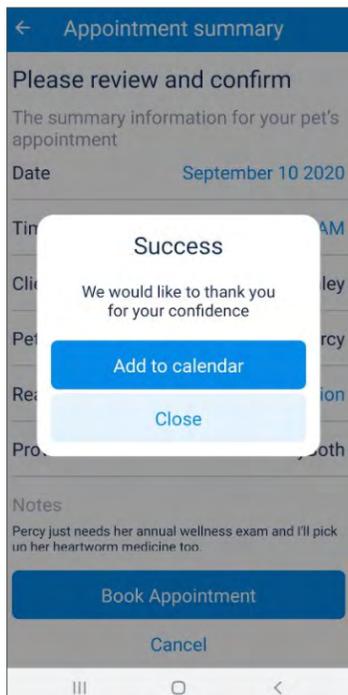
Percy just needs her annual wellness exam and I'll pick up her heartworm medicine too.

Book Appointment

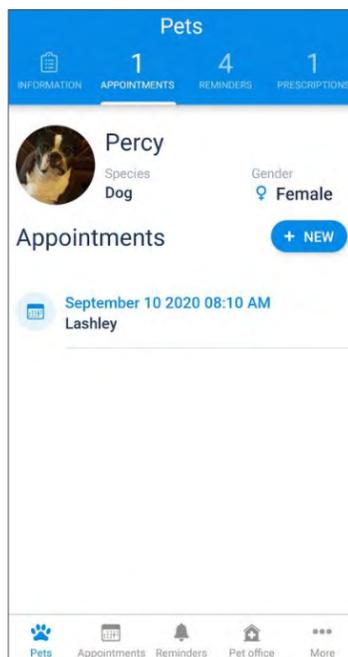
Cancel

- 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.

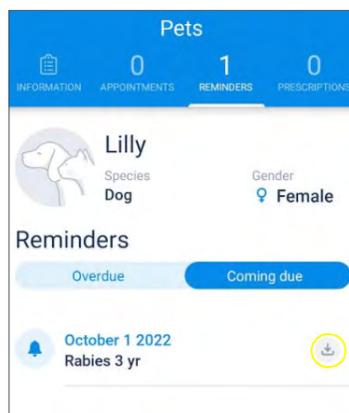
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Reminders tab

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 add the reminder to a personal calendar.



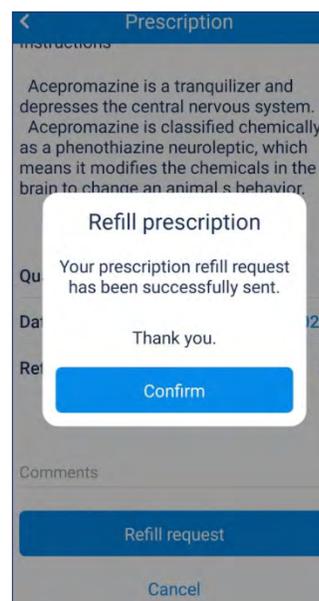
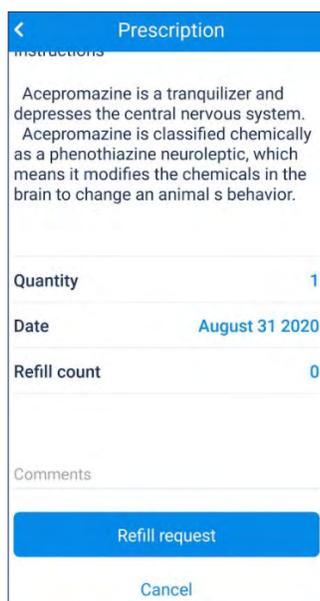
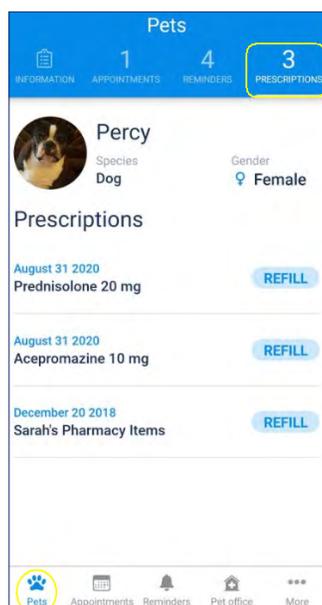
Icons may vary depending on IOS or Android version

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Prescriptions tab

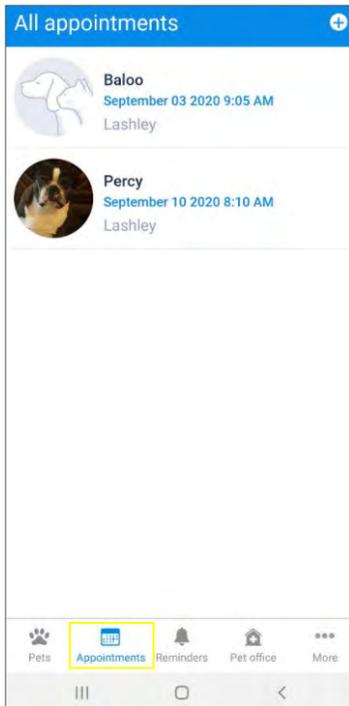
This area displays a list of the patient's prescriptions with the date they were administered.

- 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.



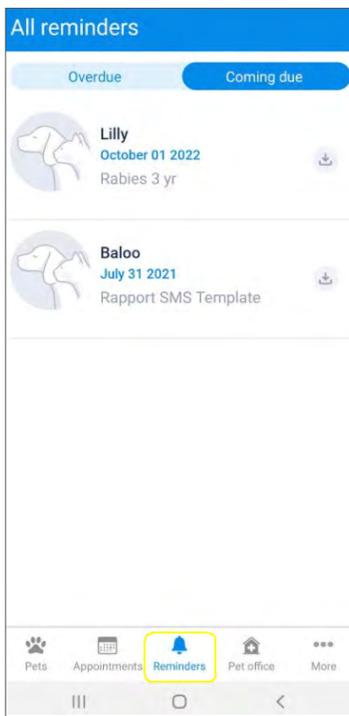
The Request Refill option in the app can be set at the clinic level. If the clinic chooses not to allow refill request through the app then, depending on the version of the app, it will just display a pill icon (IOS versions) and clicking that icon will bring up the prescription details window or no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

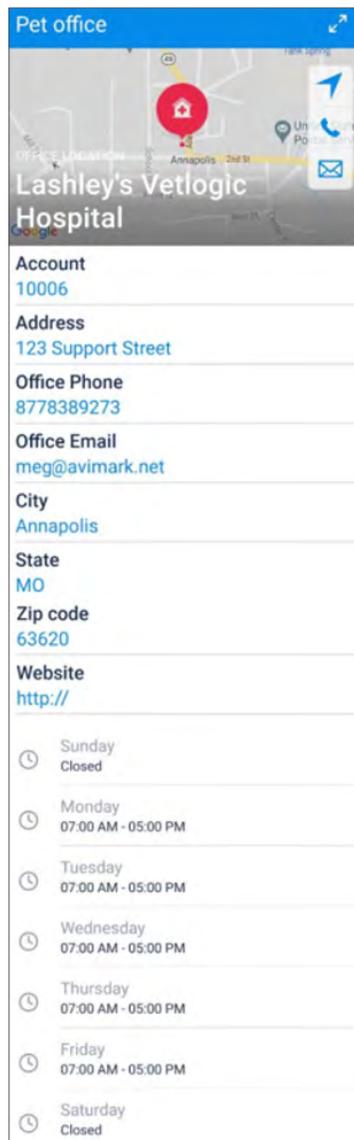
Clicking “**Reminders**” in the app’s main navigation will display a summary of all pets’ Coming Due or Overdue reminders.

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Pet Office



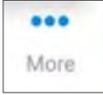
This area displays your basic practice details, such as contact information and hours of operation.



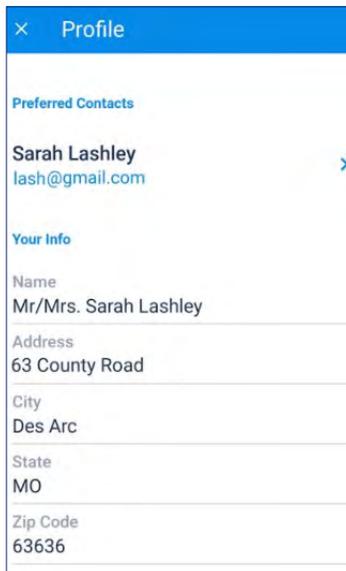
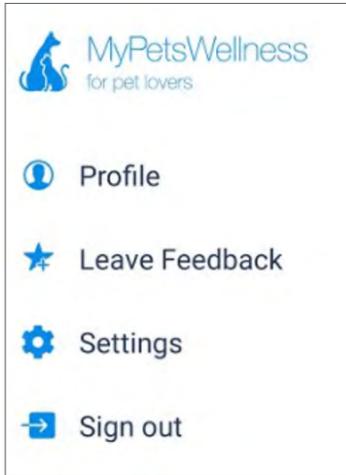
- Click the arrow icon () or any of the address details to open a map to the practice and initiate turn-by-turn directions.
- Click the phone icon () or Office Phone number to call the practice.
- Click the email icon () or Office Email to send an email to the practice.
- Click the Website URL to open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

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More



Click here to find other useful app features.



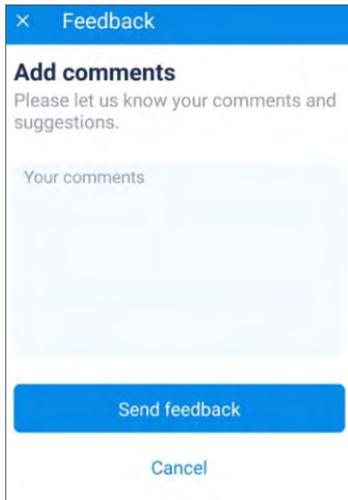
Profile

Displays details of the client account.



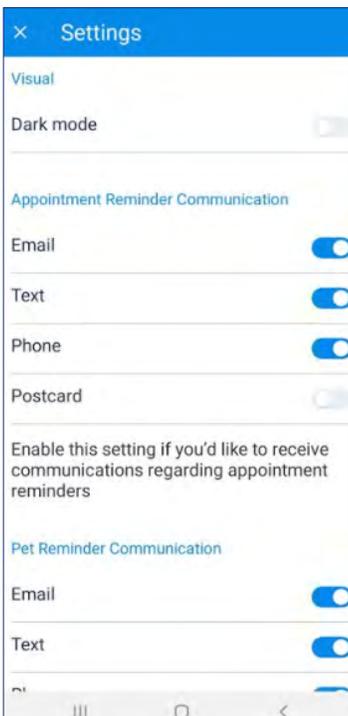
Information in this window cannot be edited.

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Leave Feedback

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



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.

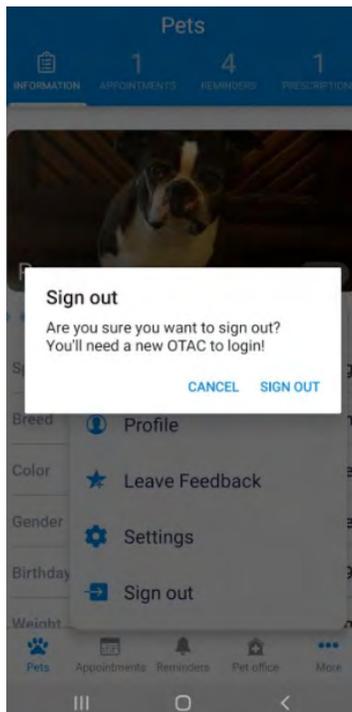
Communication Types

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

Communication Channels

- Email
- Text
- Phone
- Postcard

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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.