

Accessing PetsApp for Drove Telemedicine Consultations



Getting Started - Download PetsApp

Use your phone or mobile device to either scan this QR code or click on the URL link below to download PetsApp. These will only work on mobile devices as they link to the appropriate app store.

<http://petsapp.com/ml/drove-vets>



Join us on PetsApp

1. Once downloaded please fill in all the fields when prompted and this includes adding your pet(s) details.

2. When you have completed the registration just hit the "Start Chat"

button. Payment needs to be made before your consultation. Please pay promptly when the payment request message appears on your screen. Multiple payment options are accepted including Apple and Google Pay as well as all major credit cards.

3. **IMPORTANT:** At this stage please type a short message about your concern as well as upload any relevant photos/videos. Without this you will not become visible in the virtual waiting room. Please take any photos or videos in advance of the appointment as pets are often reluctant to perform on demand! To ensure everyone gets a fair service, like our physical appointments, we need to limit them to roughly 15 minutes each with some necessary flexibility. By uploading the details in advance it means you have more time to discuss things with the vet/nurse.

4. Please be patient but we will aim to respond to your message as promptly as possible, typically within an hour or less. If it is time urgent then please always phone our hospital on 01793522483.

5. When the vet or nurse (as appropriate for your consultation) becomes free they will join the consult link

and be able to communicate either as continued text messages or live video. They can also send pre-recorded videos (for example helpful guides on how to give tablets), PDF documents to include things like consent forms for signing, blood results and other paperwork that can save you a journey.

6. If medication or food have been prescribed an additional payment request is made to cover this and again it is the same simple method.

7. The medication/food will then be physically processed by the staff on site who will get it ready for collection.

8. There will still be occasional times when an actual physical appointment is warranted, and the Drove staff member will advise you on this and help complete a booking with you. Payment will of course be taken into consideration with a reduced cost for that appointment.

9. We request that during the current situation with Coronavirus please can all our clients call from their cars when coming to collect any medication and the reception team will bring them out for collection. Thank you for your patience and understanding.

We look forward to continuing to provide the excellent service we pride ourselves in and hope you find our telemedicine service convenient and reliable.