

Client Communication

Getting Started

MedeChat

Veterinary Care
Anytime, Anywhere

Client Communication

Contents



Veterinary Care
Anytime, Anywhere

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www.medechat.app

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1

Introductory Email

To help you on board your clients as quickly as possible we have written an email communication for you to adapt as you wish and send to your clients. This will explain what Medechat is, how they can get on board, how easy it is to use and what the benefits are to them.

If you are using an email marketing software like Campaign Monitor or Mailchimp you will be able to show a video link to the explainer video for pet owners. If not, you can just include the link in the text format provided.

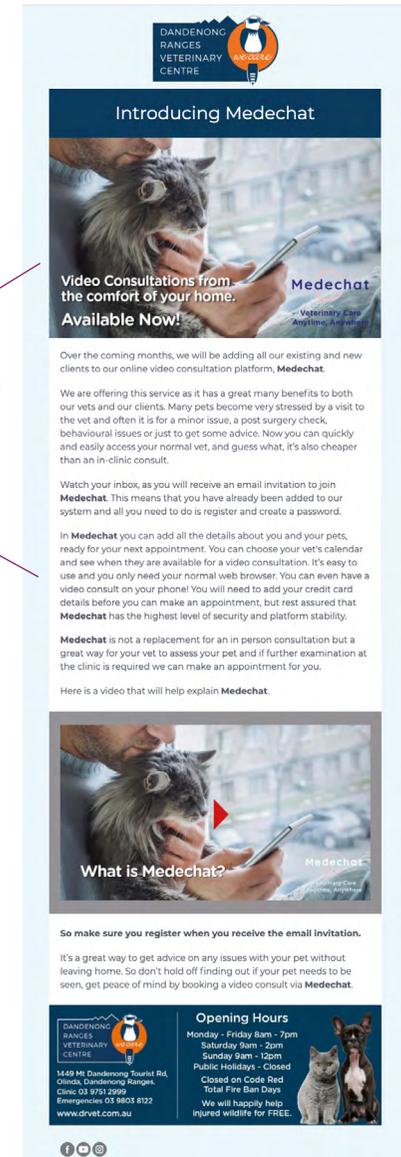
You'll find the assets here

medechat.app/downloads/email-downloads

Link to the explainer video for Pet Owners

<https://youtu.be/CHKJAaoZO-4>

Image
email-header.jpg
Use with text
email-one.doc





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2

Facebook Posts

We have created a range of Facebook Posts to help you communicate the addition of Medechat to your practice. There are several options that can be teamed with the images provided. There is a version also a version if you wish to place your branding in the space provided. You can also team them with one of the Instagram text options if you prefer.

You'll find the assets here medechat.app/downloads/facebook-downloads

Non personalised version



Image
fb-one.jpg

Use with text
fb-text-one.docx



Image
fb-two.jpg

Use with text
fb-text-two.docx



Image
fb-three.jpg

Use with text
fb-text-three.docx

Personalised version

Not sure if your pet needs the vet?
Remove doubt and book a short Medechat video consult with us.
The fast and safe way to help your pet.



Image
fb-one-brand.jpg

Use with text
fb-text-one.docx

Official Medechat Vet Partner!
We now offer remote video consultations for your pet!
Email invitations are on their way, so keep an eye on your inbox!



Image
fb-two-brand.jpg

Use with text
fb-text-two.docx

Can't make it in to the clinic?
We now have Medechat for remote video consults from the comfort of your home.
Fast & Easy setup in your web browser!



Image
fb-three-brand.jpg

Use with text
fb-text-three.docx



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3

Instagram Posts

We have created a range of Instagram Posts to help communicate the addition of Medechat to your practice. There are several images and text options for you to choose from. You can also team them with the Facebook text if you prefer.

You'll find the assets here medechat.app/downloads/instagram-downloads



Image insta-one.jpg

Use with text
insta-text-one.docx



Image insta-two.jpg

Use with text
insta-text-two.docx



Image insta-three.jpg

Use with text
insta-text-three.docx



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Website Buttons

We have created a range of Website Buttons for you to integrate into your website to link to the login page for Medechat. Please let us know if you would like a specific size to suit your website and we will add them to the assets.

The login buttons should provide a link to the **unique url for registration and login to your vet clinic**. Your unique url can be found under practice settings in the Practice area of the platform.

You'll find the assets here medechat.app/downloads/website-downloads



button-100x30.png



button-120x30.png



button-125x35.png



button-100x35.png



button-120x35.png



button-130x35.png



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Website Banners

We have created a range of Website Banners that you can place on your website to inform people that you now offer Medechat. Use them to link to the login page for Medechat or maybe your own contact form to register. Please let us know if you would like a specific size to suit your website and we will add them to the assets.

The login buttons should provide a link to the [unique url for registration and login to your vet clinic](#). This can be found under practice settings in the Practice area of the platform.

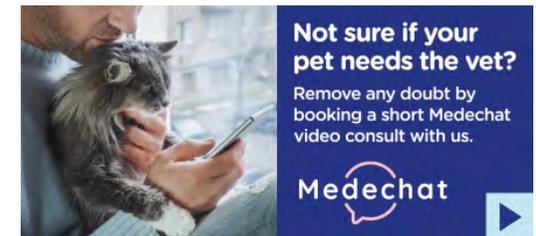
You'll find the assets here medechat.app/downloads/website-downloads



banner-one-240x300.png



banner-two-240x300.png



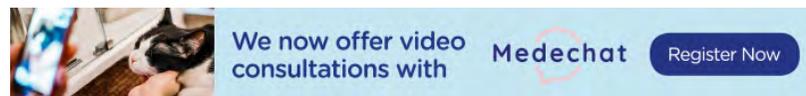
banner-one-440x200.png



banner-two-440x200.png



banner-one-720x80.png



banner-two-720x80.png



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VetCheck 24/7 Client Email - New Service

For practices using VetCheck 24/7, and offering an after hours service is something new for your practice.

This is a sample Email you can create to communicate with your clients that you now offer this service. There are 3 headers to choose from, text and also a link to an explainer video about the booking process.

You'll find the assets here

medechat.app/downloads/vetcheck-downloads

Link to the explainer video

<https://youtu.be/gIQCWQ3CASs>

vetcheck-email-1.jpg



vetcheck-email-2.jpg



Image

vetcheck-email-3.jpg

Use with text

vetcheck-email.docx

Link to Explainer
Booking Video

<https://youtu.be/gIQCWQ3CASs>

Your practices Medechat/
VetCheck 24/7 link

Introducing VetCheck 24/7

We now offer our pet patients veterinary care 24 hours a day, 7 days a week.

We are very excited to offer a new service to all our pet patients. We can now offer you general veterinary and emergency advice, **24 hours a day, 7 days a week.**

You'll never have to worry about your pet after hours or on public holidays again, you'll be able to speak directly to one of the highly qualified VetCheck 24/7 Vets.

They will give you the advice you need and let you know if you need to attend an emergency veterinary centre straight away, or if it can wait until we are open for an in clinic appointment.

All details about the online appointment will be sent back to us so we can continue your pets care.

Booking an appointment is easy, simply use the emergency button on our website which will take you to our Medechat platform where the VetCheck Vets are ready to assist you.

You'll need to register and login, then you can book the next available appointment - and it's only \$77. Having an injured or sick pet can be a stressful time so we recommend registering for the emergency service now so that when the need arises you can book an appointment straight away.

Watch this video to see how easy it is to book.

There is also a dedicated support line to help you, simply call **1800 838 247** and they can talk you through booking an appointment.

We hope you will find this service useful and that it helps take the worry out of caring for your pet when our clinic isn't open. Don't ask Dr Google, ask one of our highly qualified VetCheck 24/7 Vets and get the right advice.

REGISTER TODAY

Opening Hours
Monday - Friday 8am - 7pm
Saturday 9am - 2pm
Sunday 9am - 12pm
Public Holidays - Closed
Closed on Code Red
Total Fire Ban Days
We will happily help injured wildlife for FREE.

DANDEONG RANGES VETERINARY CENTRE
1449 Mt Dandenong Tourist Rd, Olinda, Dandenong Ranges.
Clinic: 03 9751 2299
Emergencies: 03 9803 8122
www.drivet.com.au



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VetCheck 24/7 Client Email - Existing Service

For practices using VetCheck 24/7, who already offer an after hours service at their practice.

This is a sample Email you can create to communicate with your clients that you are changing the way you deliver this service. There are 6 headers to choose from, text and also a link to an explainer video about the booking process.

You'll find the assets here

medechat.app/downloads/vetcheck-downloads

Link to the explainer video

<https://youtu.be/glQCWQ3CASs>

vetcheck-email-1a.jpg



vetcheck-email-2a.jpg



vetcheck-email-3a.jpg



vetcheck-email-1b.jpg



vetcheck-email-2b.jpg



vetcheck-email-3b.jpg

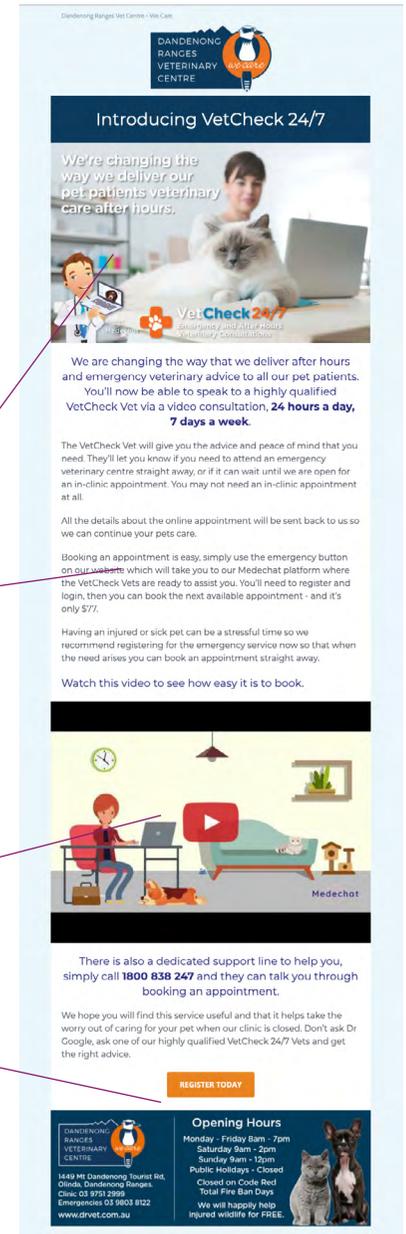


Your chosen header image

Use with text
vetcheck-email-a.docx
or
vetcheck-email-b.docx
or
vetcheck-email-c.docx

Link to Explainer Video

Link to your practices
Medechat/
VetCheck 24/7 link





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VetCheck 24/7 Social Posts - New Service

After Hours as a New Service

If you are using VetCheck 24/7, we have created Social Media Posts to communicate the service to your clients. There is text and 3 images if after hours is a new service and text and 3 images if you offer after hours service but are changing to VetCheck 24/7.

You'll find the assets here medechat.app/downloads/vetcheck-downloads



Image vetcheck-social-1.jpg

Use with text vetcheck-social.docx



Image vetcheck-social-2.jpg

Use with text vetcheck-social.docx



Image vetcheck-social-3.jpg

Use with text vetcheck-social.docx



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VetCheck 24/7 Social Posts - Existing Service

Changing to VetCheck 24/7

If you are using VetCheck 24/7, we have created Social Media Posts to communicate the service to your clients. There is text and 3 images if after hours is a new service and text and 3 images if you offer after hours service but are changing to VetCheck 24/7.

You'll find the assets here medechat.app/downloads/vetcheck-downloads



Image vetcheck-social-1a.jpg

Use with text
vetcheck-social-a.docx
or
vetcheck-social-b.docx



Image vetcheck-social-1b.jpg

Use with text
vetcheck-social-b.docx
or
vetcheck-social-c.docx



Image vetcheck-social-2a.jpg

Use with text
vetcheck-social-a.docx
or
vetcheck-social-b.docx



Image vetcheck-social-2b.jpg

Use with text
vetcheck-social-b.docx
or
vetcheck-social-c.docx



Image vetcheck-social-3a.jpg

Use with text
vetcheck-social-a.docx
or
vetcheck-social-b.docx



Image vetcheck-social-3b.jpg

Use with text
vetcheck-social-b.docx
or
vetcheck-social-c.docx