



User Guide

Pet Owners

Medechat

Veterinary Care
Anytime, Anywhere

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Last updated 24 September 2020

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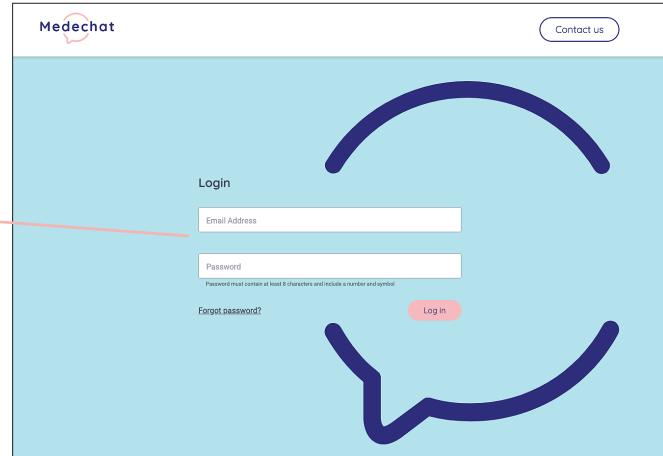
Welcome to Medechat

Login and Choose a Password

When you receive an email invitation to Medechat from your Vet Clinic, use the link and details provided to login to Medechat and choose a password.

You may wish to save this page to your bookmarks for future use or simply use the link from your Vet Practice's website.

There are several sections in Medechat that help you manage your pets and your appointments. Let's get started.



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My Profile & Payment Details

My Profile

Your Vet Centre will have entered your details already but you can check to make sure they are accurate and update them when necessary. You can also add a photo!

Remember to **Save changes**

Payment Details

Before you can book an appointment you need to enter your credit card details.

These are kept securely and can not be accessed by anyone but you.

The securely stored details will be used to pay for your appointment at the conclusion of the consultation.

Remember to click **Add new card**

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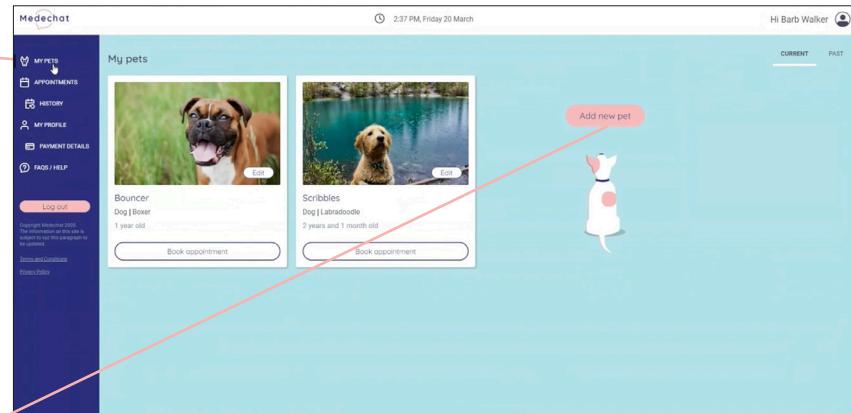


My Pets

Your Vet Centre will have entered the details for your pets that are under their care. You can check to make sure they are accurate and update them when necessary. You can also add a photo!

This is where you can book a video consult for your pet.

If you have a new pet, you can add them to Medechat at any time by clicking the button **Add new pet**

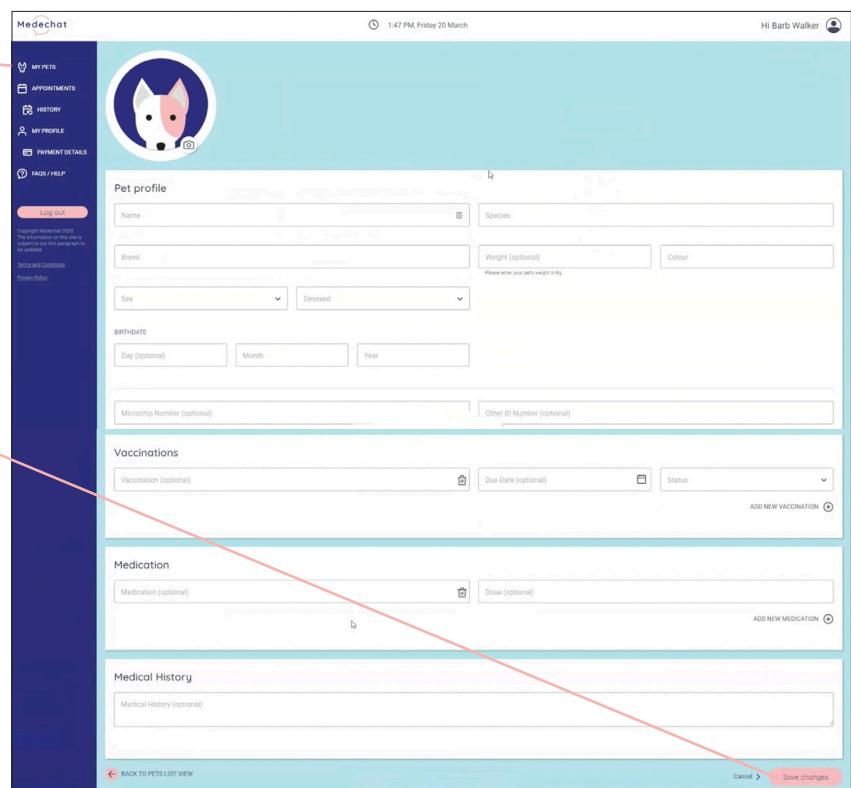


Pet Profile

When editing an existing pet or adding a new one, you'll see your pets profile.

Here you can store information about your pet like their vital statistics, microchip number, vaccinations, medications and medical history.

Remember to **Save changes**

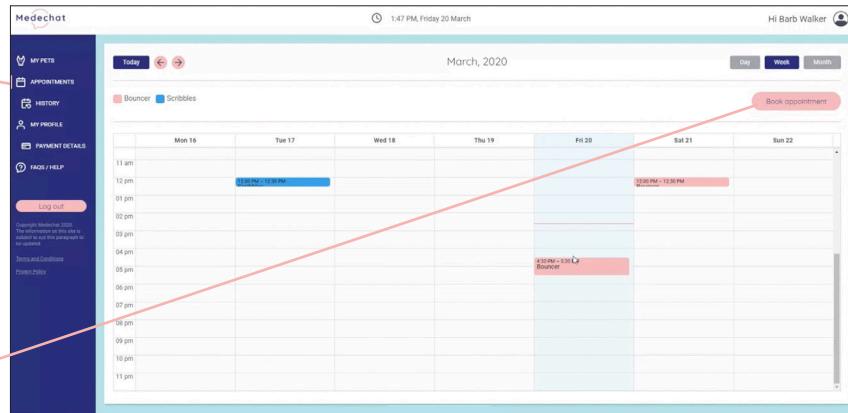


Appointments

Here you can view any current appointments you have booked and also book new appointments.

This is also where you would go to join the video consultation at the appropriate time by selecting the relevant appointment.

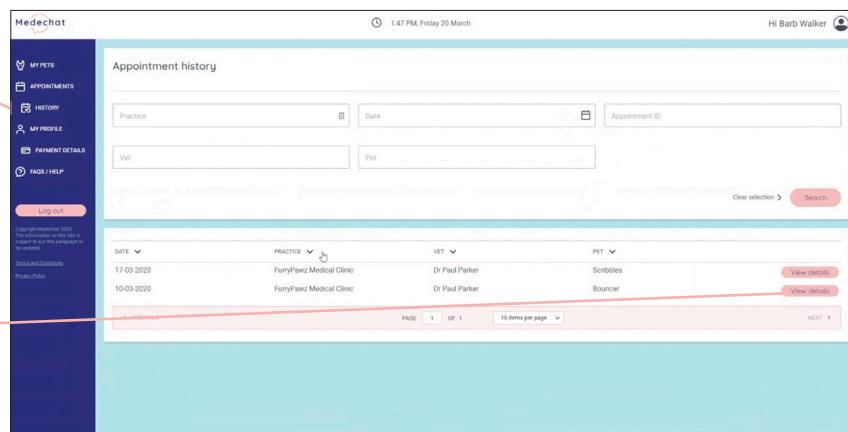
To book a new appointment select the button **Book appointment**



Appointment History

Here you can search for a previous appointment by using any of the filters shown or simply scrolling through the list at the bottom.

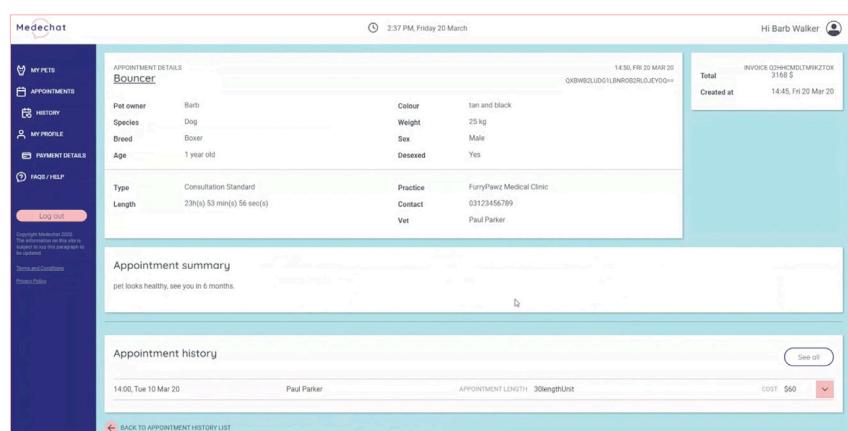
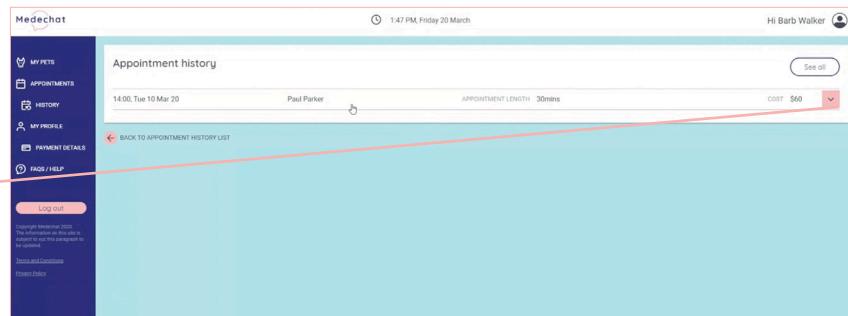
You can see the full details of the appointments by selecting the button **View details**



Appointment Summary

Here you will see an overview of the appointment and you can drill down further to a complete summary of the appointment.

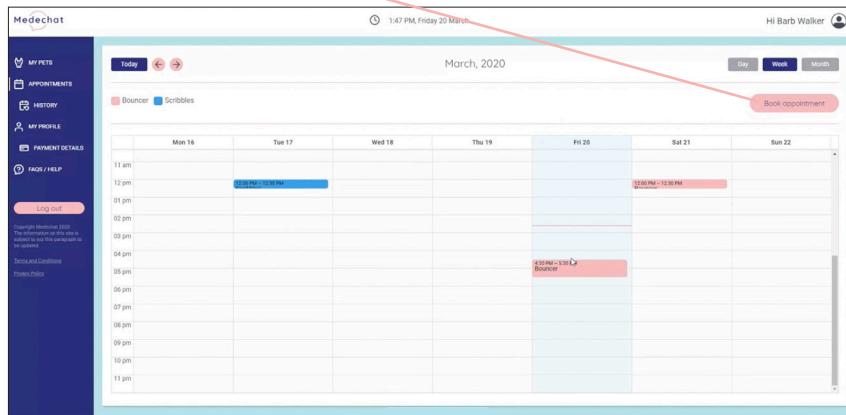
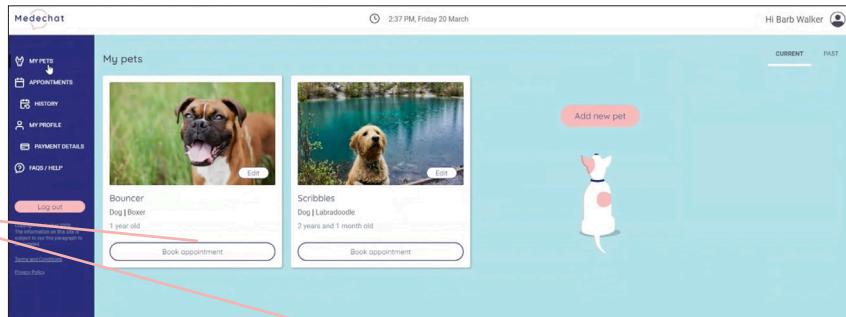
This includes your invoice details and the notes from the vet regarding the outcomes from the appointment.



Book an appointment

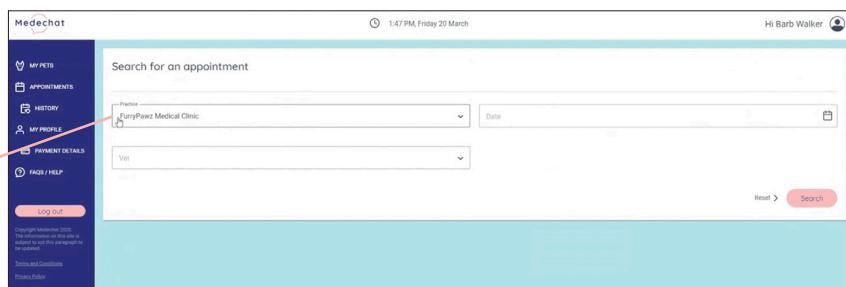
You can book an appointment from either the **My Pets** screen or the **Appointments** screen.

Click the button **Book appointment**



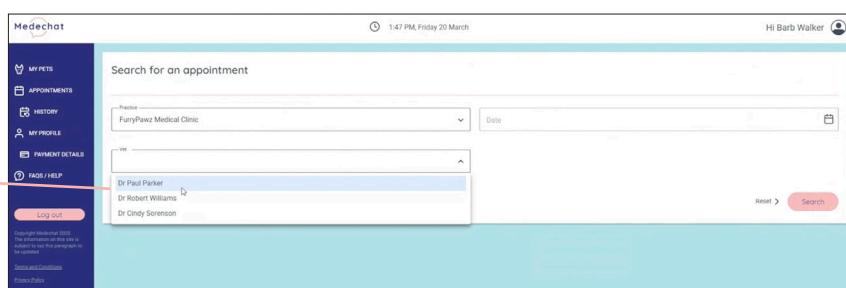
Select your Vet Practice

The Vet Practice that invited you to join will appear in the list as well as any other options specialist services they offer i.e. after hours or emergency clinics.



Select your Vet

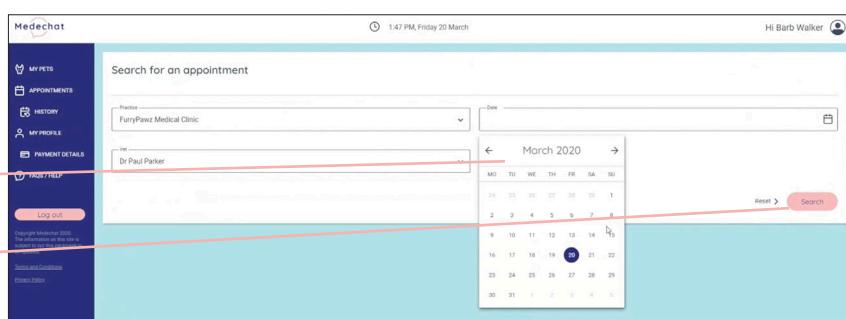
The Vets from your Vet Practice who are available for video consultations will appear in the drop down list.



Select the Date

Select the date from the drop down calendar that you would like to have the appointment.

To see the available appointments, click the button **Search**



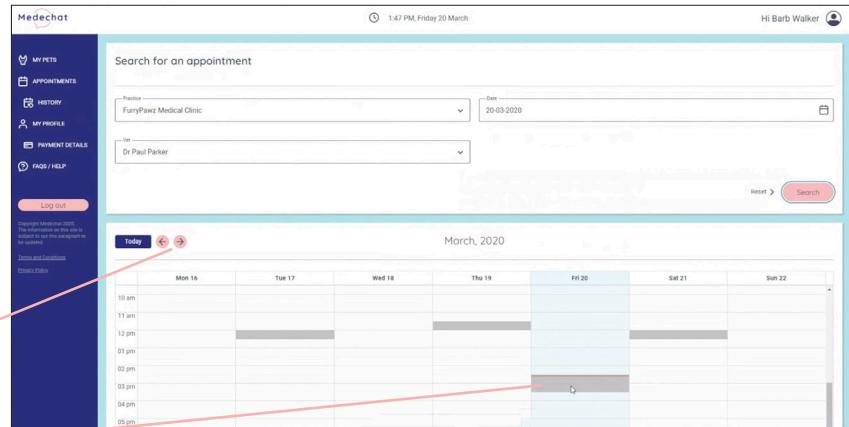
Available appointments

Available appointment times are displayed for the week that your chosen day falls.

Available times are shown in white. Greyed out areas are not available.

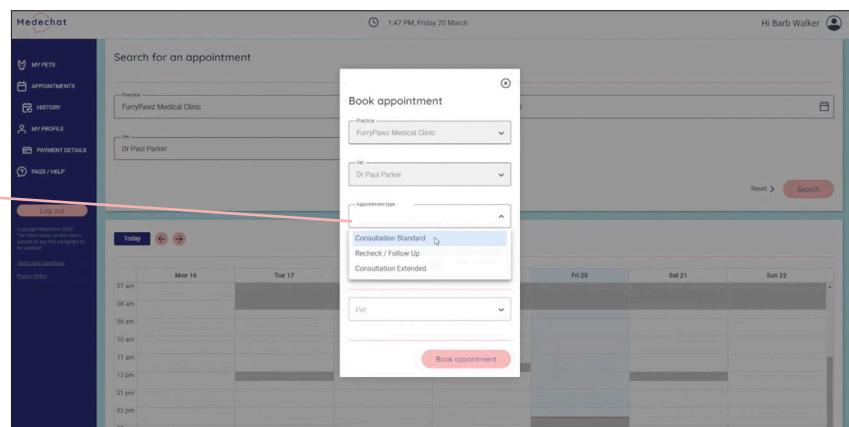
Use the arrows to move from the previous week and next week if you preferred time isn't available.

When you select the time that suits you, a panel will pop up.



Choose your appointment type

Choose the type of appointment you require from the drop down menu.

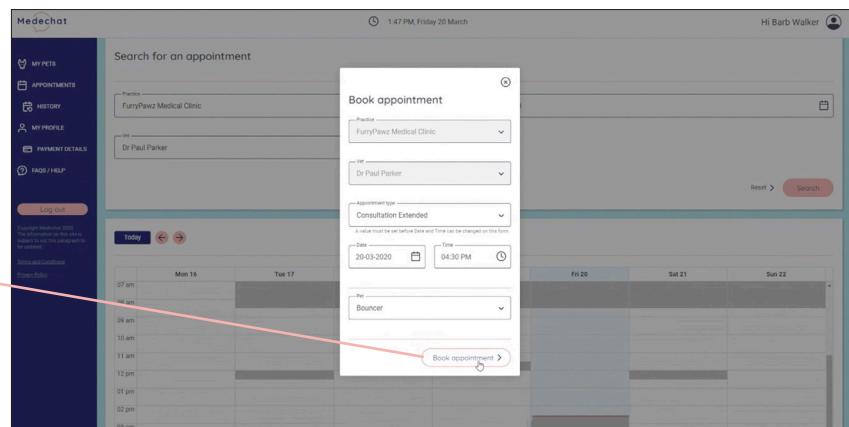


Check the Details

You will need to select the name of your pet if you entered the booking process through **Appointments**.

Happy with the booking details?

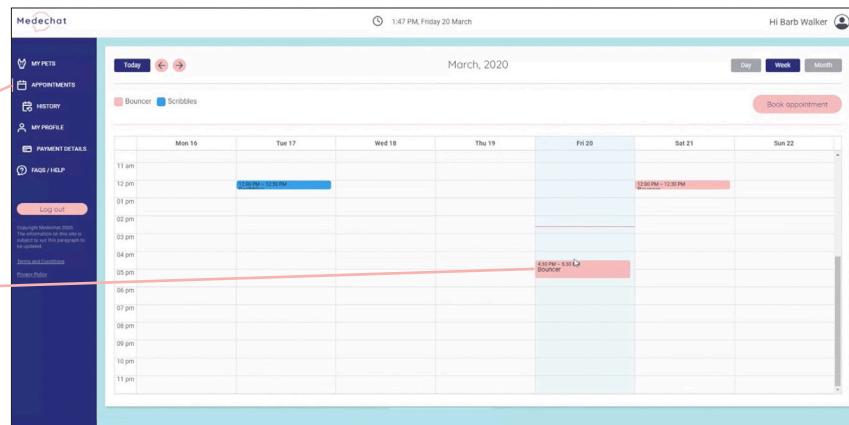
Click the button **Book appointment**



Attending the appointment

When it's time for your pets appointment, login and select **Appointments**.

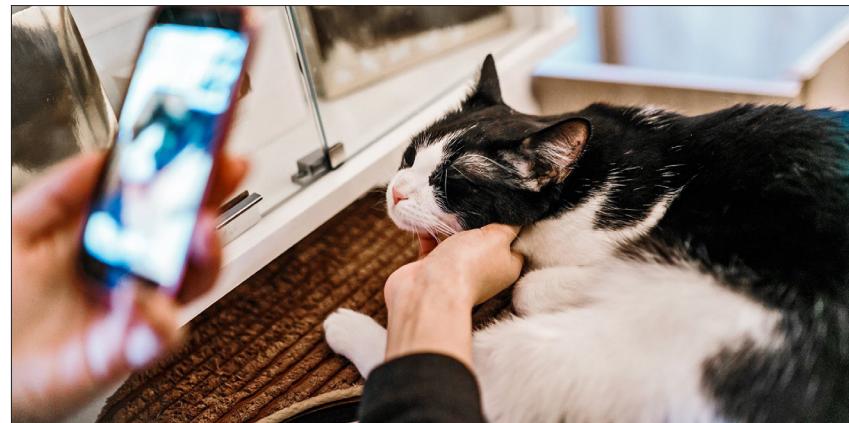
Select the Appointment you wish to join.



Tips & Tricks

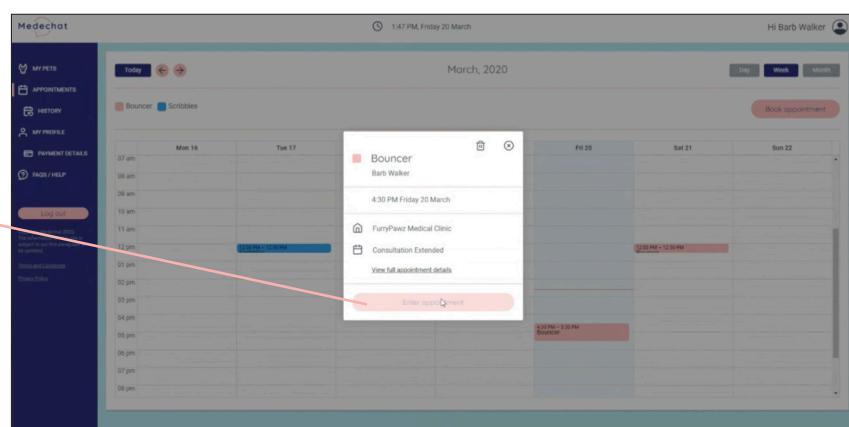
Before you join the appointment you should have your pet ready to be examined if there is something physical that the Vet needs to see.

Make sure you have adequate light so that your Vet can see the problem area clearly in order to make an accurate assessment.



Enter the appointment

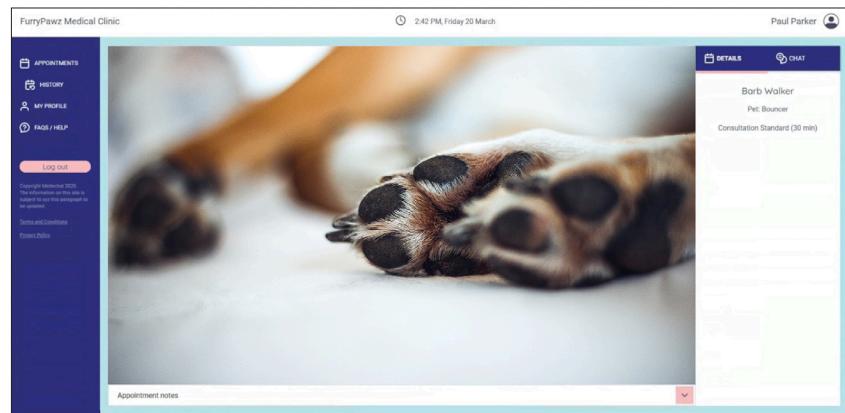
When you select the appointment the details will pop up and you can select **Enter Appointment**



The Consultation

This is what your vet will see as they conduct the examination via video.

They will take notes directly into the system which will be attached to the consultation history.



Concluding the Consultation

At the conclusion of the appointment, payment is taken and the details are saved to your appointments history.

Depending in the outcome of the appointment, you may be required to attend the clinic or a treatment plan will be devised for your pet and emailed to you.

