

Contacts



DIVERT YOUR PHONES TO THESE NUMBERS

Australia: 03 8644 6104 New Zealand: 09 801 8645

To avoid non-client calls, please do not publish these numbers anywhere.

Dedicated Clinic Support Manager

For all practice support: Kate Simon-Menasse Phone: 1800 225 226

Email: clinicsupport@vetcheck247.com.au

Vet Direct Line (for vets only)

Australia: 03 8644 6105 New Zealand: 1800 576 962

This will put your vet at the top of our queue to speak to a vet nurse.

Communicating After Hours Vet Rosters

Rosters should be provided for at least 1 month where possible.

You can download our template or follow the same format

Monthly Roster Update (www.medechat.app/practices/faq)

Please email completed rosters to clinicsupport@vetcheck247.com.au at least 3 days before the end of the previous roster.

Please let us know in advance if you will be closed for area specific public/bank holidays.

Communicating Roster Changes

24 hours or more notice: Email clinicsupport@vetcheck247.com.au

Less than 24 hours notice: Call the nurses on the **Vet Direct Line**

Australia: 03 8644 6105 New Zealand: 1800 576 962

Please send a follow up email to clinicsupport@medechat.com.au

Incoming calls from our nurses will show as +61 3 8644 6104

Primary Contacts:

Practice Coordination & Support

Kate Simon-Menasse 1800 225 226

Email: clinicsupport@vetcheck247.com.au

Accounts

Melissa Plant 1300 363 795

Email: accounts@medechat.com.au

Director: Dr Moss Siddle

Email: moss@medechat.com.au

Marketing: Lisa Simpson

Email: marketing@medechat.com.au

Technical Support: Alex Counsell

Email: alex@medechat.com.au

