

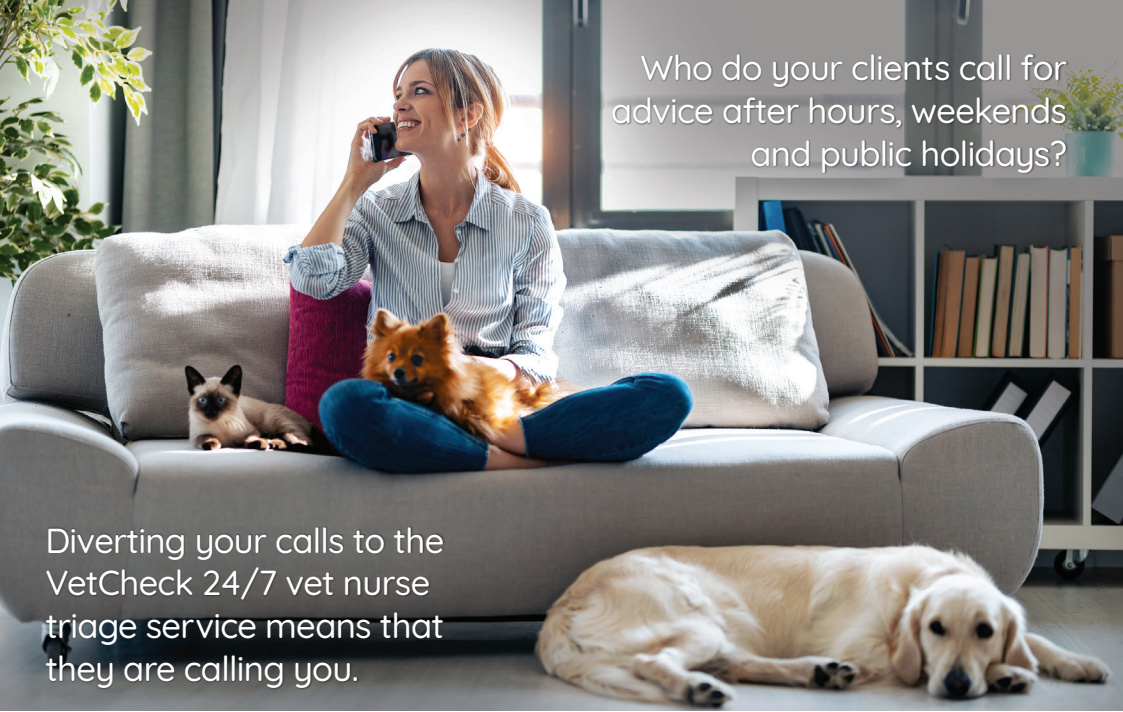


The professional after hours vet nurse triage service for veterinary practices.

Divert your calls to the after hours
triage service trusted by practices
across Australia and New Zealand.



VetCheck
24/7 Veterinary
Triage Service



Who do your clients call for
advice after hours, weekends
and public holidays?

Diverting your calls to the
VetCheck 24/7 vet nurse
triage service means that
they are calling you.

With VetCheck 24/7 you have a
professional team of over 70 qualified
and experienced vet nurses ready to take
calls on your behalf, day or night.

They will triage your clients needs,
resolving the issue themselves if possible.
If the advice of a vet is required, they will
book a Medechat video consultation with
one of our qualified and experienced
VetCheck veterinary professionals. If it is
a true emergency, they will contact your
on-call vet or refer your client to your
preferred emergency clinic.

Just 5 of the many reasons why
VetCheck 24/7 is the after hours
triage service trusted by practices
across Australia and NZ?

1

We have a team of
over 70 qualified
and experienced
vet nurses

2

We are an
Australian owned
family business
offering a personal
service

3

Pet owners can
speak to a vet nurse
without having to
pay anything

4

Our nurses will not
recommend or sell
products or services
to your clients

5

Your clients
information isn't
lost with us



How does the VetCheck 24/7 service work?

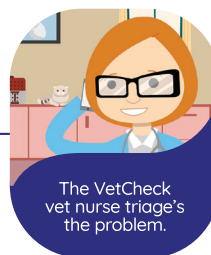
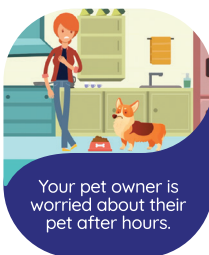
We have found that on average 70% of calls can be dealt with immediately by our vet nurses reassuring pet owners until they can be seen at your clinic the next day.

10% of the time we find a Medechat tele-health consult with one of our team is appropriate (so your on-call vet can rest!) In these instances we charge the pet owner directly. If desired, these can be by your own vets (at whatever fee you'd like to charge your client).

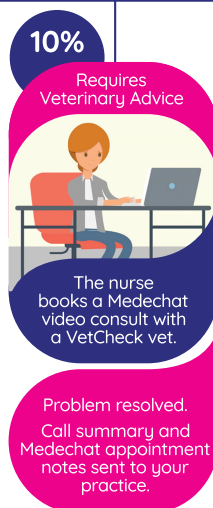
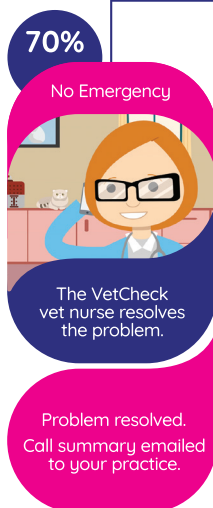
20% of the time it is a genuine emergency where we take custom instruction from your clinic as to how best to get the pet seen.

If instructed to contact your on-call vet, it will always be the nurse calling, not the pet owner, along with the triage information gathered. Where your vets are stuck in surgery or out on call (calving etc) all our nurses will be aware so we can assist in resource management as well.

We can also charge call out fees on your behalf before your on-call vet attends. This could be all the time or just new clients or if instructed by the vet on call.



Call Outcomes



Every month, you will be sent a summary so you can see how many calls the team have taken for you and what the results of the calls were.

In all instances an email is sent through with a call log detailing who called, their contact details, reason for the call, recommendations and outcomes so you can follow up with your client the following day and continue with their pets care. With the vet consults there are full HEAP/ SOAP notes available immediately after the consultation has ended.

Now your staff can enjoy a break knowing that your clients and their pets are being nurtured and reassured by our team.

Call us on 1300 361 469 or
email sales@vetcheck247.com.au
www.vetcheck247.com.au



What is the Medechat Telehealth Platform?



When you join VetCheck 24/7, you'll also get access to the Medechat Telehealth Platform for your practice.

Medechat is the telehealth platform that has been developed just for veterinary practices to allow a seamless work environment for vets and vet nurses to consult from home or the practice.

Medechat is vet board compliant and perfect for general advice, triage, post surgery check ups and dental and behavioural appointments.

Together, VetCheck 24/7 and Medechat make the perfect practice workload management and after hours solution.



VetCheck 24/7 has been exactly what we hoped it would be, fantastic! Vets are only taking truly urgent calls, allowing them to focus on the patients already in care with less interruption and to get more sleep!

We have found VetCheck 24/7's vets and nurses to be caring, knowledgeable and professional in their interactions with our clients and our staff. We have also been impressed with their ability to accommodate our needs in sharing afterhours with another clinic.

Thank you VetCheck 24/7!

Practice Manager
Regional Victoria

Practice Managers can still manage the work load of all the vets and vet nurses so they can work flexibly, consulting from home or the surgery.

There's a dedicated notes section for nutrition consultations and prescriptions can be easily stored and managed within Medechat. You can fill out a repeat script in 3 clicks and be paid instantly! All notes can be imported back into patient files and videos are stored for easy access later on.

You can sign-up to access just the Medechat platform or team it with the VetCheck 24/7 service for the perfect practice workload management and after hours solution.

Let your vets take Medechat appointments when it suits your practice or let your clients book a consult with VetCheck 24/7.

Join the practices that are now great places to work with VetCheck 24/7 and Medechat!



To discuss how we can help your practice call 1300 361 469 or email sales@vetcheck247.com.au

For more information and pricing see www.vetcheck247.com.au