

## COMPLETING CALLBACKS PROCESS

1. This is to be used for all exam types, fecals, and follow up scheduling
2. Open the TASK dashboard in eVet and the CHAT section in Vet2Pet
3. Tasks that are past due or due that day and are listed as callback under “type” should be addressed
4. DO NOT CONTACT THE CLIENT WITHOUT REVIEWING THE RECORD. Review the following
  - a. Schedule any follow up appointments that are needed
  - b. Are there fecal results to report (only report if this was the only lab test sent out)
  - c. Has anyone talked with them already
5. Using the script below, send a TEXT message from Vet2Pet. Combine scripts as needed.

**\*SCRIPT:** Hi, this is *Your Name* from Healing Paws! How is *Pet's Name* today? Also, I wanted to make sure you know that we are here if you have any questions. We are here for you!

**Follow Ups Scheduled:** I scheduled the follow up appointment(s) *Pet's Name* needs, so please check your email for that information and let us know if you need to make any changes.

**Fecal NPS:** We also want to let you know the fecal screening test shows that *Pet's Name* is not shedding any intestinal parasites - great news!

6. To send the text message
  - a. Start a new chat
  - b. Chat Title: *Pet's Name*
  - c. Copy and paste appropriate scripts into the initial message section
  - d. Choose communication channel - START TEXT MESSAGING
  - e. Click select user and search by last name, select correct client
  - f. Choose the pet the message is referring to
  - g. Select medium urgency status
  - h. Click START TEXT
7. Edit the callback by clicking on it in the pink box on the top right of the medical record or by clicking the pencil icon next to the callback in the task list.
8. Copy the message you sent in Vet2Pet and paste it into the Description field in eVet
9. Click “convert to communication entry” - blue button on bottom right to enter communication into the record and to satisfy the callback
10. End the chat at this time. The client can respond to a closed text message and it will reopen the same message chain.
11. If the client reports anything other than the pet is great and they have no questions or they are doing anything different than was recommended please send a task list to the veterinary nurse.