

# VACCINE RECORD, RABIES TAG OR CERTIFICATE REQUEST PROCESS

**VACCINE RECORD:** Owner requests a **vaccine record for a pet** (usually for boarding or grooming)

1. Go to the pets medical record and select **“Email Medical Record with Selection” Blue Icon** (the right one of the two envelope icons displayed beneath the quick link buttons). The Email Records page will be displayed.
  - a. **Date Range:** Dates default to the correct date range.
  - b. **Options** Checkbox
    - i. **Include Reminders? - This checkbox remains selected**
    - ii. **Deselect/Take Away Check For “Include Patient Weight History?”**
    - iii. **Deselect/Take Away Check For “Include Master Problems?”**
  - c. **Pet’s Activity**
    - i. **Select ”Uncheck All” - All check boxes will be unchecked!!!**
  - d. Select the **“Email Selected Records”** button. Email pets Medical Record page will be displayed
    - i. Choose Email Template: Select **“Vaccine Record”**
  - e. Select the **“Send”** button at the bottom of the page
2. **Do not simply send the “vaccination log” for a list of current vaccinations. This list will not include a complete list of vaccinations and is confusing to clients**

**RABIES TAG OR CERTIFICATE:** Owner requests a **rabies certificate for a pet** (or wants a new tag, we can give a new cert, not a new tag and the new cert is all they need)

1. Go to the pets medical record and select the **“Vaccination Log”** Quicklink Button. Vaccinations log will be displayed - please note that this log **INCLUDES ALL PETS IN THE FAMILY**
  - a. **Locate the MOST recent rabies vaccination FOR THE PROPER PET**
  - b. Select the **envelope icon** listed beside the rabies vaccination. Email Rabies Certificate page will be displayed.
    - i. Email Template: Select **“Vaccine Record”**
    - ii. Subject: Enter **“Rabies Certificate”**
  - c. Select the **“Send”** button at the bottom of the page

Action	Who Does It?
Enter communication log of the owner’s request for Vaccine Record or Rabies Certificate and why they asked	Client Care
Send Vaccine Record to Owner	Client Care
Send Rabies Certificate to Owner	Client Care