

Reminder Transition Information

Apple Valley Vets is transitioning to a new reminder system, and we wanted to reach out to explain the new process.

We have found that the traditional reminder system does not adequately convey the information clients should have to understand which vaccinations are due and which still have safe margins before they need to be repeated. We are in the process of updating our current system to work with the Pet Deck App, but there will be a period of adjustment.

Our current patient management system will integrate with the Pet Desk App, so you will receive digital reminders in the form of emails, texts, as well as alerts through the app. Through the Pet Desk App, you will also have access to your pet's current rabies vaccination status, physical exam and blood work status, and medication history. In addition, you will be able to request appointments and refills for some your pet's medications.

We recommend that you contact us well in advance of the date that you would like to schedule your pet's yearly wellness checkup to insure that your pet stays current on all appropriate vaccines. Our staff will be checking our system for your requests throughout the work day and should get back to you within 24 hours to confirm. **For any urgent or emergency issues that may be occurring with your pet, do not use the app scheduler. Call us as soon as possible.**

Your digital information will be secure, and we will never release it for another purpose. For those of you who feel that they are unable to work with this app based system, you will continue to receive post card reminders around the anniversary date of your pet's Wellness Exam or when Rabies vaccination is near its expiration.

Do not be concerned during the transition if something doesn't seem right. Call or email us and we will check into it promptly.

Please don't forget. This system only applies to routine services. If your pet is having a problem, call us immediately at (860) 628-9635.