



PetDesk Communication Software and App

PetDesk's Communication Software and App is one way we streamline operations and simplify workflows for thousands of veterinary practices. By providing pet parents with a free app, you'll easily stay connected through custom messages, reminders, promotions, and much more. Meanwhile, you and your team will enjoy an efficient and user-friendly platform that keeps you in control of everything behind the scenes.

There's a lot to be excited about with PetDesk:

Client-Facing Mobile App: Let clients self-serve anytime, anywhere through PetDesk's top-rated pet health management app. This transparent level of communication adds convenience to your clinic by providing clients with the ability to access medical records and other health information, request appointments, receive appointment reminders and pet pickup notifications, purchase pet health insurance, and set their own to-dos for their pets' health journeys.

Appointment Requests: Skip the appointment-scheduling phone tag and allow pet owners to request appointments in the time blocks you've set up. These requests don't write back into your PIMS, which gives your staff the flexibility to approve the appointment or suggest alternate times if a client selects a time slot that doesn't work.

Appointment Reminders: Keep business and health journeys on track by sending pet owners appointment reminders through texts, emails, postcards, and push notifications. These alerts significantly reduce the rate of missed appointments for your clinic, and you can also use them to connect with clients through custom messages and offers.

PetDesk Texting: Provide pet owners with an easy way to reach your clinic and respond when it's most convenient for you; PetDesk's Two-Way Texting gives time back to your staff and offers your clinic a more effective way of communicating with clients, without lengthy phone calls. Already have a texting provider? We'll migrate your number to PetDesk so that you can manage texting right from the PetDesk dashboard!

PetDesk Loyalty: Book appointments more frequently and grow your business by incentivizing pet parents to continue coming back for more care using PetDesk's custom veterinary loyalty program. Well-done loyalty programs can increase per-client spend by more than 35%!

PetDesk Pay: Cut costs on payment processing, decrease no-shows, and boost clinic efficiency through veterinary payment features like Text2Pay, Deposit Solicitation, and Integrated Payments. PetDesk Pay offers the first payment processor that puts cash back into your clinic's pocket.

Mass Messaging: Send important information—like a promotion or business message—instantly to any number of pet owners through email and the mobile app, and segment your messaging based on client or patient details. Plus, get data on who received, clicked on, and opened the message so you can ensure the right information is reaching the right audience.

Forms: Forget manual data entry and time-consuming piles of paperwork, PetDesk's Veterinary Client Forms transform the way you work by streamlining processes and elevating your clinic experience for everyone. It's time to welcome the future of veterinary practice management, and enjoy a more efficient and professional operation.

Connect with the PetDesk team today to learn more about your VHA benefits at:

PetDesk.com/VHA