



PETERSEN PET HOSPITAL PC

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“We put your pet first”

Dear Petersen Pet Hospital clients:

As many of you know, we are now offering veterinary telemedicine. The telemedicine is run through an app called **AIRVET**. During the COVID-19 pandemic and with us only offering curbside appointments until further notice, we are using the app during appointments so our team and you, the client, can facetime/video chat while the veterinarian examines your pet(s). This service is **free** to use during this period of time. Simply download the app from your app store, enter your profile and your pets' profile, search for Petersen Pet Hospital, and select the veterinarian who your appointment is with that day. If asked to enter a credit card, enter the information but the visit will be free. Next, select Call Request and the veterinarian will be notified. Once your appointment has arrived, the veterinarian will call you through the app.

There are 2 other ways that you can utilize the AIRVET app.

The **first way** is that you can talk to a veterinarian 24 hours a day if your pet needs veterinary care for **\$30**. This can come in handy if you are unsure if your pet needs to be examined by a veterinarian after hours at the Eastern Iowa Specialty Center. It may be that your concern isn't a true emergency and can wait until the next day to be examined by your regular veterinarian and potentially save you hundreds of dollars. Keep in mind, if the Petersen Pet Hospital veterinarians are not taking AIRVET emergency calls at that time, you will be directed to another veterinarian within the US.

The **second way** is that you can perform a Call Request from one of our Petersen Pet Hospital veterinarians during regular office hours if you have a concern about your pet for **\$30**. The veterinarian will contact you through the app once they are available, either between or after their regular appointments. If you talk to a veterinarian and your pet does need to be examined, then the \$30 used to pay for the Call Request will be applied as a credit towards your pets' examination for the condition that you called about. Some examples might be that you aren't sure what to do and your pet has a laceration, or my pet's eye is red, or my pet is coughing, or can I adjust my pet's medication dosage.

If you have any questions, feel free to call and talk to one of our team members to assist you regarding the AIRVET app.

Stay healthy,
Brad Petersen DVM

[Petersen Pet Hospital and AirVet](#): Click link for additional information