



DAS FOSTER – myVCA 24/7 Live Chat Instructions

We are excited to trial Foster access to myVCA 24/7 live chat with the VCA RVT 24-hour chat team. [Click here](#) to watch the myVCA app interaction. We have provided a log-in for the myVCA app for the Foster to use. The 24-hour chat team will be prepared with information to provide assistance for the most common questions the shelter receives calls regarding. For example, if it is something that the RVT deems an emergency, they will immediately let the Foster know that they need to bring that pet to a hospital. If it is a minor issue, the VCA RVT 24-hour chat is set up with information to help the Foster, such as handouts and/or videos.

***The following Username and Password are for active foster volunteers to use only.

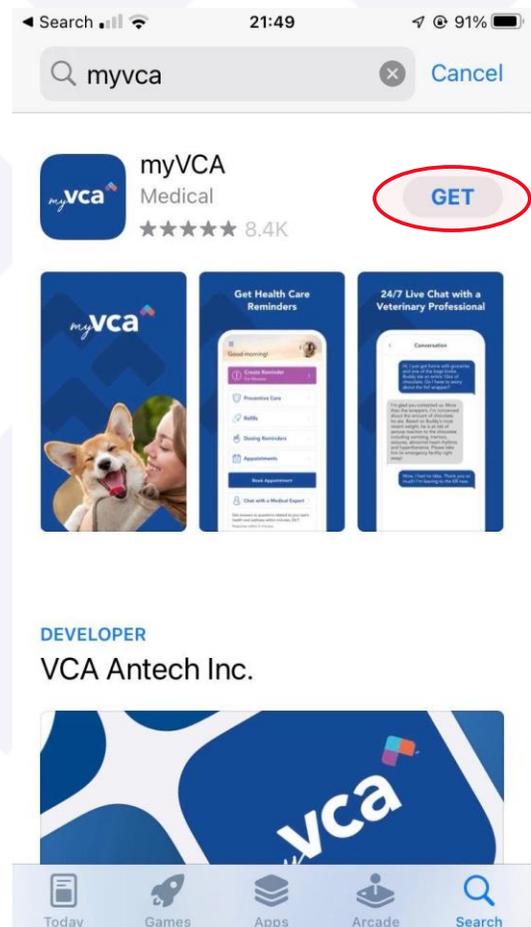
myVCA App Username: Dasvca2022@vca.com

Account password: Dasfosters2022!\$

In order to begin, each Foster volunteer will need to complete the following steps:

Step 1: Go the App Store on their smart phone and enter “MyVCA” into the search bar.

Step 2: Complete the app download.

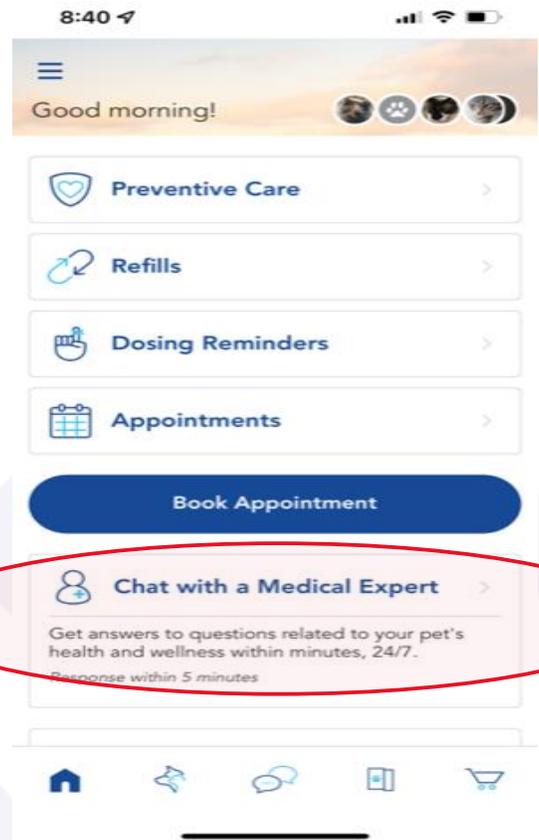




Step 3: Log in with DAS Foster credentials:

myVCA App Username: Dasvca2022@vca.com
Account password: Dasfosters2022!\$

Step 4: Go to Chat with Medical Expert



Step 5: They will then enter basic information on pet: Cat/Kitten/Dog/Puppy, approximate age of pet and weight. Please have Foster then type question/questions and there will be a response, within approximately 5 minutes.

Fosters, Dallas Animal Services - (#28706)		⚠ This is a Shelter program account, please do not delete or schedule. Its use is for the myVCA app credentials/live chat. Any questions please reach out to michelle.beach@vca.com			C: Dall... (972) 743-8087		📄 📄 \$0.00 PDA	
	DAS Cat (#Not Assigned)	Feline	Mixed Breed	[Color and pattern]	[Sex]	5y (27-Apr-2017)	📄 📄	[Not weighed]
This is a group account								
	DAS DOG (#Not Assigned)	Feline	Mixed Breed	[Color and pattern]	[Sex]	6y (27-Apr-2016)	📄 📄	[Not weighed]
This is a group account								
	DAS Kitten (#Not Assigned)	Feline	Mixed Breed	[Color and pattern]	[Sex]	3w (06-Apr-2022)	📄 📄	[Not weighed]
This is a group account								
	DAS Puppy (#Not Assigned)	Canine	Mi-Ki	[Color and pattern]	[Sex]	6m (27-Oct-2021)	📄 📄	[Not weighed]
This is a group account								

Client Picture - Upload Instructions

For a foster parent to attach a picture or video while live chatting, they would select the “plus” button on the left side of the text box, then select an image or video from their phone’s library. We can send these instructions to them during the chat as well.

Live Chat isn't perfect

Especially as a communication platform to evaluate a pet's health status

CANNOT

- Diagnose a disease/condition
- Provide a prognosis
- Prescribe medications
- Recommend a treatment plan

CAN

- Triage the situation
- Advise on a course of action*
- Discuss any pet-related topic**
- Provide peace of mind
- Be there to 'listen' and support

* Outcome tags: continue to monitor; appointment (by client); ER visit recommended; client education

** Food, behavior, tendencies, husbandry/training tips, etc.



Thank you!