

## **Info for Foster Parents – Vet Services – FOR INTERNAL USE ONLY**

### **Our current team:**

Dr. Hailey Watlington, Senior Veterinarian

Dr. Cardin Kennedy, Veterinarian

Michelle Millsap-Smith, Licensed Veterinary Technician

Hanna McWethy, Customer Service Representative

*We are currently active in hiring efforts to fill our remaining two LVT positions.*

### **Medication and Diet Refills**

We can prescribe and dispense medication and prescription diets in-house. Please see the section **Foster Veterinary Services and Communications for Cats and Dogs** below.

### **Offsite Vets**

Please contact the vet team for all non-emergency concerns via Petriage. We are no longer using outside vets for regular GP care.

### **Petriage (dogs and cats)**

Please continue to use Petriage as the primary means of communicating with the vet team about symptoms or health concerns for cats or dogs. It will be monitored 9am-5pm Monday-Friday by our vet and vet tech. Critters please use [sasvet@seattle.gov](mailto:sasvet@seattle.gov). If the vet team believes your foster pet needs to be seen, they will communicate that during the conversation on Petriage.

Petriage instructions can be found in the “Using Petriage” document.

### **Vaccines/Boosters**

Our CSR will be reaching out to fosters to schedule vaccine appointments as needed.

## Spay/Neuter

We keep a running list of foster animals who need spay/neuter. We will reach out directly to foster parents when we are ready to schedule your foster pet for surgery.

Current options for adoption before spay/neuter is done:

1. Deferred adoption: the adoption is process, all fees are paid, and the pet can be transferred as soon as spay/neuter is performed.
2. Foster-to-adopt: We are trying to minimize the number of animals that are in foster-to-adopt pending surgery. The only animals in this group should be those that are too small (ie. not two pounds) or have other medical concerns that warrant delaying surgery.
3. In some circumstances, SAS may offer a surgery deposit option. The adopter pays a \$250 deposit and has surgery done at an outside vet at the adopter's cost. Once SAS receives records confirming surgery has been completed, the deposit will be refunded.

You can transfer your foster to the adopter once the adoption has been processed - staff or your leads will give you the green light.

## Selamectin

Selamectin (flea/parasite control) is available for pickup as usual for cats/dogs/rabbits.

## Contacts for urgent medical questions (don't forget to cc your leads!)

When	Who
Mon-Fri 9-6pm	Contact vet team via Petriage (cat & dogs) or <a href="mailto:sasvet@seattle.gov">sasvet@seattle.gov</a> (critters)
Sat 9-6pm	Contact the onsite managers: <a href="mailto:Tracy.Bahrakis@seattle.gov">Tracy.Bahrakis@seattle.gov</a> and <a href="mailto:Brandi.Homeier@seattle.gov">Brandi.Homeier@seattle.gov</a> or call 206-386-7387 and ask for an onsite manager
Sun 9-6pm	Contact the onsite managers: <a href="mailto:Amanda.Tattersall-Craft@seattle.gov">Amanda.Tattersall-Craft@seattle.gov</a> and <a href="mailto:Don.Baxter@seattle.gov">Don.Baxter@seattle.gov</a> or call 206-386-7387 and ask for an onsite manager
After hours	If you don't think it can wait until the following day, call Blue Pearl to check if they think it's an emergency: <a href="https://bluepearlvet.com/find-a-hospital/type/emergency/">https://bluepearlvet.com/find-a-hospital/type/emergency/</a> For critters, please contact CBEAM: <a href="https://www.theexoticvet.com/contact-us">https://www.theexoticvet.com/contact-us</a>

## **Emergency Care for SAS Foster Animals**

**No preauthorization is needed to visit one of the emergency vets listed below. Please call one of these facilities if you believe your foster pet may be having an emergency.**

SAS has contracts with five area emergency vets. Please use one of these facilities in the event of an emergency. No preauthorization from SAS staff is needed before you go, but please call the emergency vet in advance to determine if the issue is truly an emergency and if the facility can see your foster in a timely manner. Tell them the animal is an SAS foster, and they will bill the city directly.

<b>Animal Medical Center</b>	<b>206-204-3366</b>	<b>17518 15 Ave. NE</b>	<b>Shoreline</b>
<b>Blue Pearl Renton</b>	<b>206-364-1000</b>	<b>4208 Lind Ave SW</b>	<b>Renton</b>
<b>Blue Pearl Seattle</b> ER is open Mon 7am-Fri 7pm	<b>206-624-9111</b>	<b>805 Madison Street #100</b>	<b>Seattle</b>
<b>Timberline Veterinary ER &amp; Specialty</b>	<b>206-828-6868</b>	<b>12063 15<sup>th</sup> Ave NE</b>	<b>Seattle</b>
<b>CBEAM (critters/birds)</b>	<b>425-486-9000</b>	<b>10501 Aurora Ave N</b>	<b>Bothell</b>

Because we are ultimately responsible for your foster pet's well-being, our staff must authorize any and all treatment for foster pets at our approved veterinary partners. If needed, please provide the clinic with the following contact information to obtain emergency treatment authorization.

For verbal treatment authorization by the emergency clinic (clinics listed above also have this contact information):

**-During normal business hours (M-F, 9am-5pm):** call the Veterinary Services line at (206) 386-4260 to speak with the veterinarian.

**-For after-hours visits (weekends and weekdays after 5pm):** call the after-hours/on-call line at (206) 402-9561. Members of leadership rotate holding the on-call phone.

Once you arrive, please follow the instructions given to you by the clinic. In some cases, this may mean waiting until your foster pet has been seen or may mean dropping your foster pet off at the clinic. There is no requirement from SAS to stay or drop off – following the clinic's instructions is best.

Depending on how busy they are, communication with you (the foster parent) may be minimal and may only relay if the animal is stable or not. Emergency clinics are critically busy, and the bulk of communication will be with SAS staff in order to provide your foster pet with timely and appropriate care.

**There is a nationwide shortage of emergency veterinary care, and your first choice may divert you to a different clinic if they are full. Please email [sasfosterdogs@gmail.com](mailto:sasfosterdogs@gmail.com), your case manager and [sasvet@seattle.gov](mailto:sasvet@seattle.gov) to let them know that you sought emergency care. Non-emergency veterinary services at other clinics, besides the three listed above, are not authorized and are not reimbursed unless pre-approved by our Veterinary Services team.**

## **Resources**

Here are some resources for more information about common medical issues:

- Veterinary Partner: <https://veterinarypartner.vin.com/> (use the search bar at the top to search by topic or symptom)
- Cat foster manual: <https://bit.ly/SASCatFosterManual>
- Critter info sheets: <https://bit.ly/SAScritterinfosheets>
- Dog foster manual: <http://bit.ly/SASDogFosterManual>– **currently being edited**

## Picking up meds and supplies

### Prescription medication and prescription food:

FPs should request these 3-5 days ahead of time. FP will receive an email from Vet Services when a prescription is ready for pickup. That email will have the latest procedure for pickup with a picture of where the prescriptions are located, times, and gate code for entry (see below for example). Masks are optional. Use the rear entrance in the alley.

Current pick up time: 9 am - 6 pm. Current gate code is 5-2-1-4.

*Exception:* if the medication is a controlled substance (like strong pain meds/sedatives), this pick up has to be by appointment since this is in a locked cabinet. FPs can schedule this by emailing [sasvet@seattle.gov](mailto:sasvet@seattle.gov).

### *Note:*

- If a dog is not on a prescription diet, foster parents should provide any regular dog food and treats. FPs should check their foster plan to see what diet the dog is supposed to be on.
- If a foster parent cannot make the pick-up times, they should reach out to [sasfosterdogs@gmail.com](mailto:sasfosterdogs@gmail.com) and we may be able to ask a volunteer to pick up on their behalf and drop off.

### Revolution/Selamectin:

This is a monthly topical parasite (flea/tick) preventative treatment. Foster parents do not have to request this--it will be dispensed automatically in the first week of the month. Same pick up times and instructions apply as above.

### Supplies:

Crates, leashes and other supplies can be picked up from the foster shed using the same entry procedure and times as prescriptions.

When your medication is ready for pickup, you will receive an email (see below). Please do not come to the shelter to pick up your foster pet's medication until you have received this email!

**Dear Foster Parent: June**

This is a notification that your prescription(s) are now filled and ready for pick-up at the Seattle Animal Shelter.

**Animal Name: Sandy**  
**Medication/Food:**  
**1) Metronidazole**  
**Additional Notes: N/A**

If you have another prescription to pick up within the next 2 weeks, please wait and come pickup your Selemctin at the same time to avoid an additional trip into the Shelter. Preventing extra trips to the shelter is a higher priority than delaying your Selemectin dose by a few days.

IMPORTANT! Please visit [www.petriage.com](http://www.petriage.com) and register as a user with your foster animal. This is our telemedicine module for all medical questions/concerns with Veterinary Services. E-mail will remain available for prescription requests, scheduling issues and other non-medical questions.

- Non-refrigerated items are located inside the Foster Med Bins located in the Animal Care kitchen on the counter top.

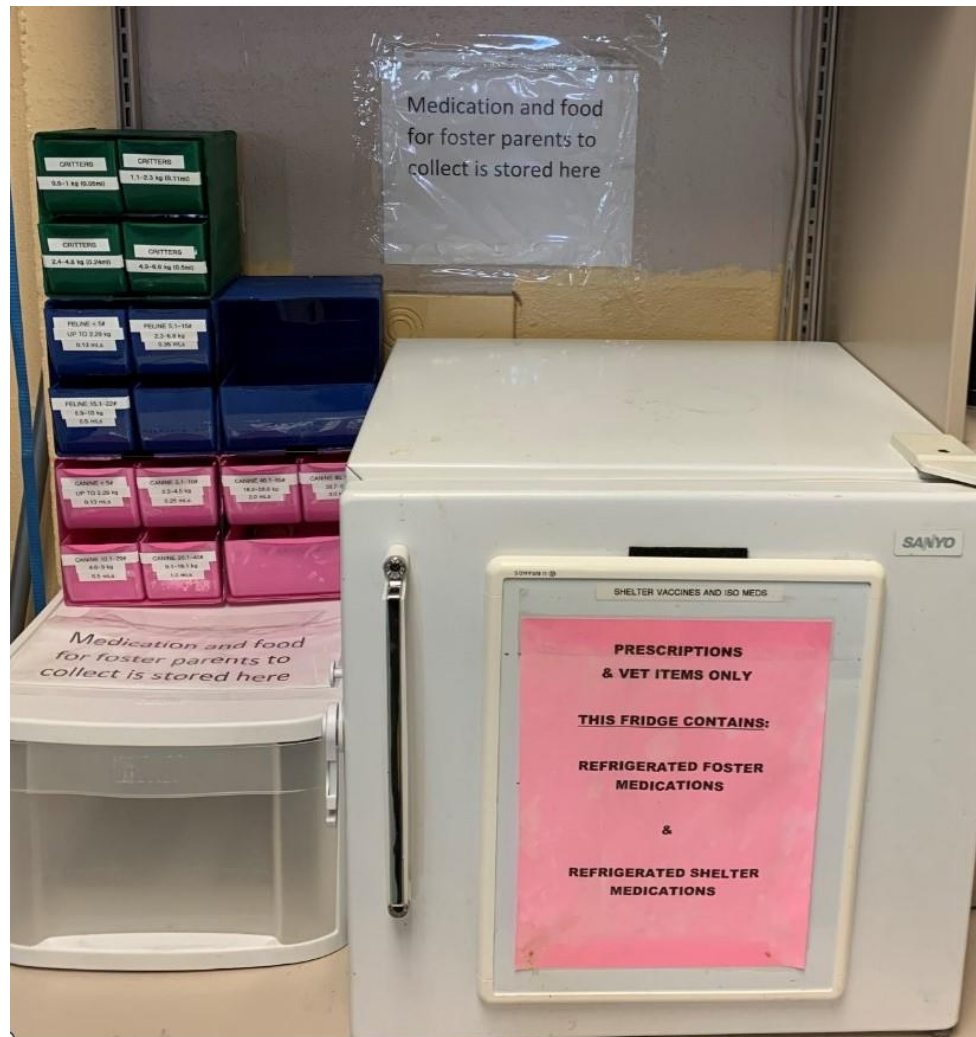
- Refrigerated items are located in the small white fridge next to the Foster Med Bins on the same counter top.

- Food items are located on top of the small fridge or on the counter nearby (larger items are placed on the floor beside the bin).

- Controlled drugs are located inside a locked safe in the Shelter Clinic and require an appointment to pick up from a Vet Team member.

Monthly Selemectin doses are always available in color-coded bins by species and weight. Dogs are due the 1<sup>st</sup> of every month, cats and critters (rabbits, g. pigs, ferrets, chinchillas) are due the 15<sup>th</sup> of every month.

- You can enter through the Truck Bay gate using the code 5-2-1-4
- **Controlled substances require an appointment. Regular drop-in hours during staffed time are 9:30am-6:30pm daily.**



**Foster Veterinary Services (VS) and Communications for Cats & Dogs**  
**Foster Coordinator: Sagan Lain [sagan.lain@seattle.gov](mailto:sagan.lain@seattle.gov)**

What you need	Software/email	Instructions
<b>MY FOSTER ANIMAL MAY BE SICK</b>		
<b>Possible medical emergency</b>	<b>You do not need permission to contact Blue Pearl or AMCS!</b> They are open 24/7, but currently ask you to call ahead	Tell them it's an SAS foster animal. You will not be asked to pay or make decisions for the animal; they will work with us directly. <a href="https://bluepearlvet.com/your-emergency-visit/">https://bluepearlvet.com/your-emergency-visit/</a> Preferred options (when there is time): 1) Open a Petriage analysis at <a href="http://www.Petriage.com">www.Petriage.com</a> 2) Call Blue Pearl directly for a consultation 3) Fospice animals: proceed directly to SAS during open hours or ER afterhours for euthanasia (no appt needed) Detailed instructions found in the "Using Petriage-First Steps" document below.
Health concern/medical observation	Petriage <a href="http://www.petriage.com">www.petriage.com</a> Telemedicine site	Begin a new analysis. The software's artificial intelligence (AI) will give an immediate result indicating level of concern (our vet may change this as needed). VS will see the concern immediately and respond based on urgency to start the consult. Response time: <24 hr Petriage will be monitored during business hours Mon-Fri.
Follow up to a previous Petriage consult (not a new symptom)	Petriage <a href="http://www.petriage.com">www.petriage.com</a> Telemedicine site	Okay to re-open a previous consult if the question is a follow-up to the issue/symptom addressed in that consult. If it's a new/different symptom, please open a new analysis.



## MEDICAL APPOINTMENTS

To schedule spay/neuter [Sasvet@seattle.gov](mailto:Sasvet@seattle.gov)

We keep a running list of animals in foster that need spay/neuter and will contact the foster parent directly to schedule surgery.

To schedule booster vaccines [sasvet@seattle.gov](mailto:sasvet@seattle.gov)

Please email and request an appointment for a vaccine appointment.

To schedule an exam for symptoms/concerns, follow-up testing or an exam that is pending per your kennel card, or the vet team has asked you to schedule an exam or surgery other than s/n

Petriage  
[www.petriage.com](http://www.petriage.com)  
Telemedicine site

Due to staffing issues, we are temporarily disabling ClinicHQ for appointments and manually scheduling all appointments.

Petriage and email monitored during business hours  
Mon-Fri

You have a question about an exam or surgery [sasvet@seattle.gov](mailto:sasvet@seattle.gov)

Response time: 24-48 hr  
As of March 2022: Email monitored during business hours Mon-Fri

You've arrived at SAS for your scheduled surgery or exam

When you arrive for your scheduled exam or surgery, feel free to come in or ring the doorbell if the door is locked. We are no longer doing curbside check in.

## MEDICATION REFILLS, PRESCRIPTION FOOD, PARASITE CONTROL

You need a refill of medication	<a href="mailto:sasvet@seattle.gov">sasvet@seattle.gov</a>	Please specify the name of the medication(s) that you need refilled. Allow up to <b>72 hrs</b> for refills. <b>Wait for the email confirmation “This is a notification that your prescription(s) are now filled and ready for pick-up”.</b> See “Picking up Meds and Supplies” section.
You need a refill of prescription food	<a href="mailto:sasvet@seattle.gov">sasvet@seattle.gov</a>	Email is monitored during business hours Mon-Fri. Allow up to a week for refills (we may need to order it). Wait for the email confirmation that says “This is a notification that your prescription(s) are now filled and ready for pick-up”
You received the email confirming your medication or prescription food is ready	Come to SAS 9am-6pm.	See “Picking up Meds and Supplies” section.
You need to pick up Selamectin	Come to SAS 9am-6pm.	You’ll need to know your foster animal’s approximate weight to get the correct dosage. There is no need to report weight at this time.

## PICKING UP OR DROPPING OFF YOUR FOSTER

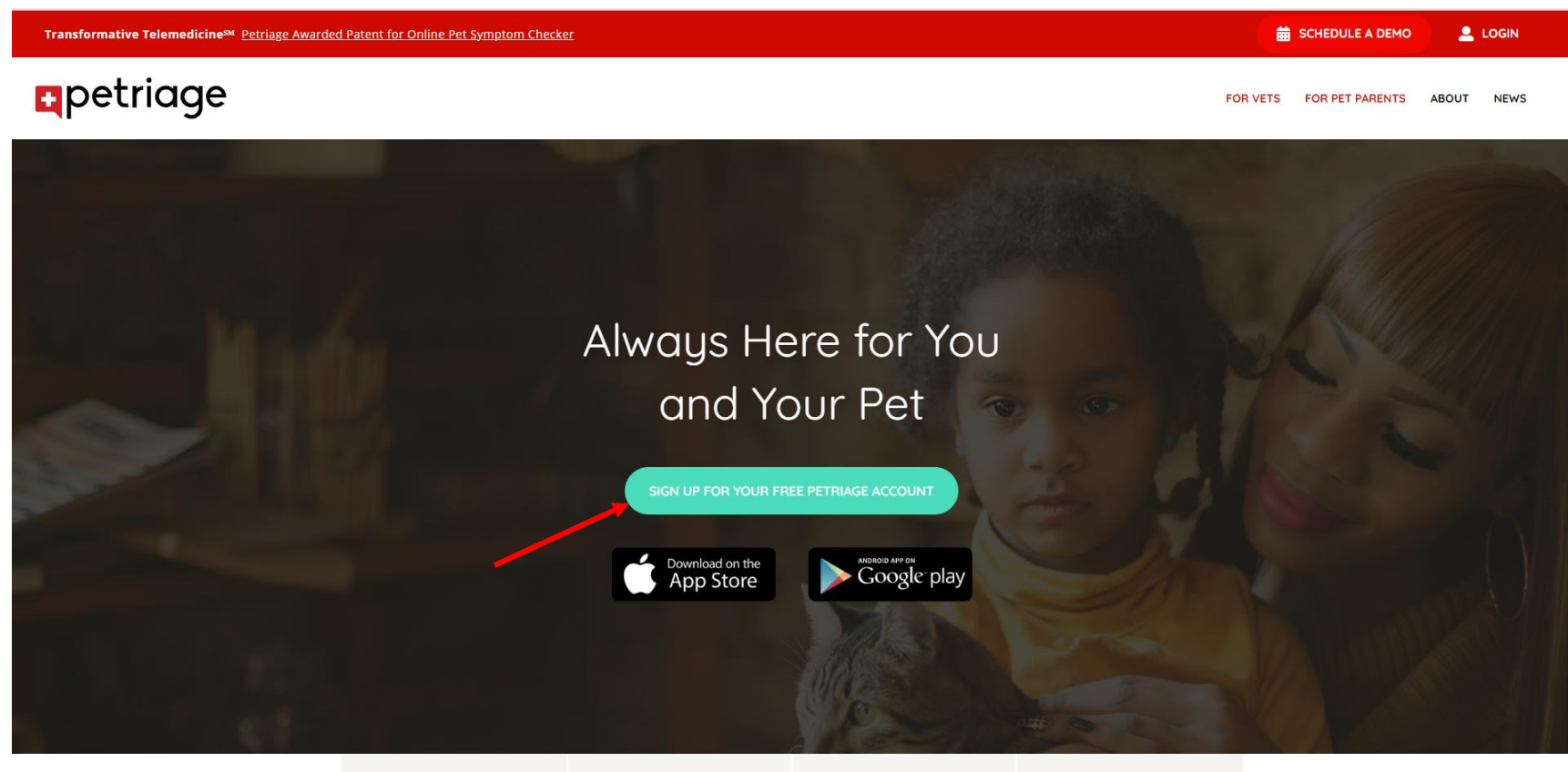
Foster pick-up or drop-off	<a href="mailto:Sagan.lain@seattle.gov">Sagan.lain@seattle.gov</a> <a href="mailto:animalcare@seattle.gov">animalcare@seattle.gov</a>	Work with your lead to schedule an appointment with Sagan (Sun-Thurs) or Animal Care.
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## OTHER

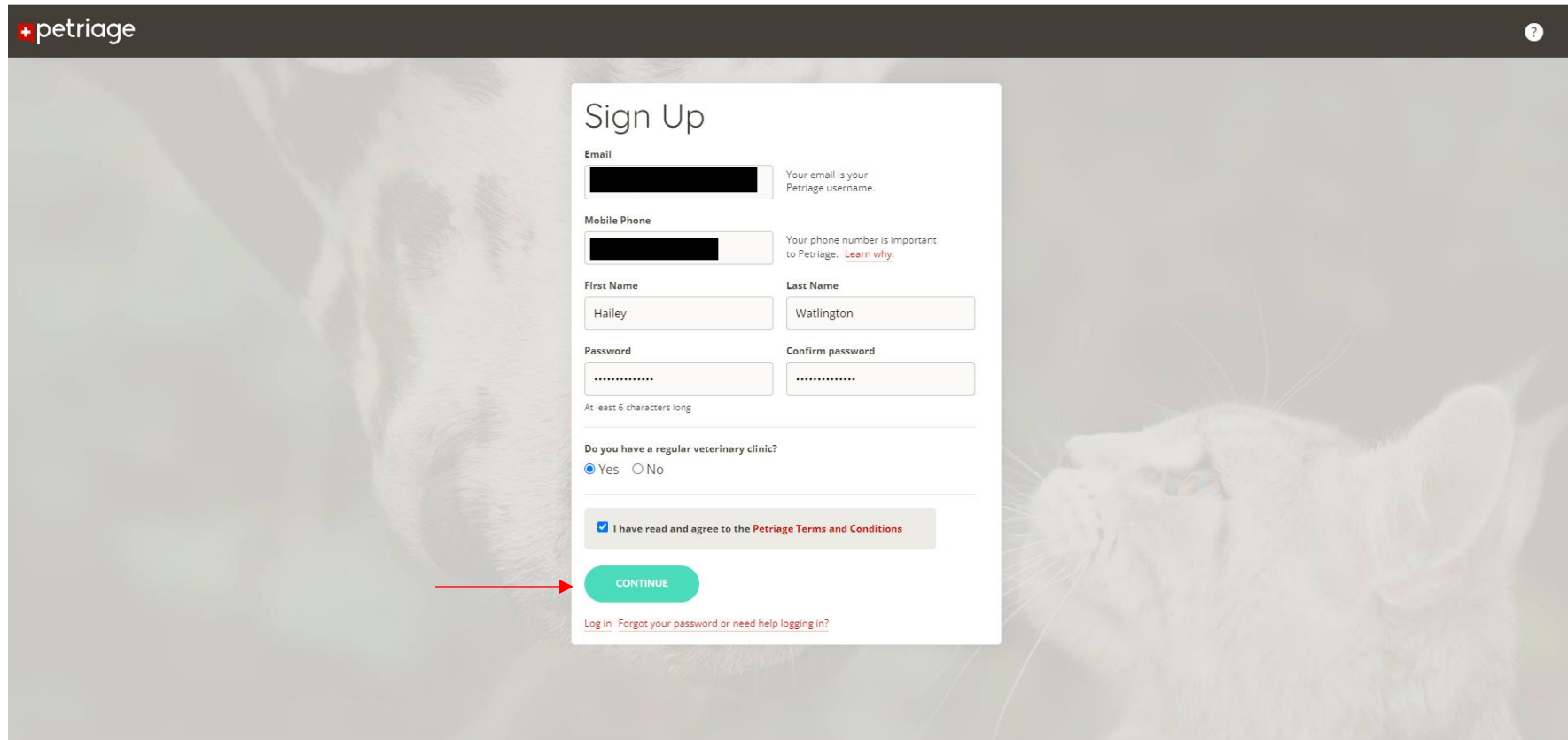
Behavior concern	<a href="mailto:Tina.Hope@seattle.gov">Tina.Hope@seattle.gov</a> (Shelter Behaviorist)	Email Tina Hope, Sagan Lain, and your case manager for next steps.
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## Using Petriage – First Steps

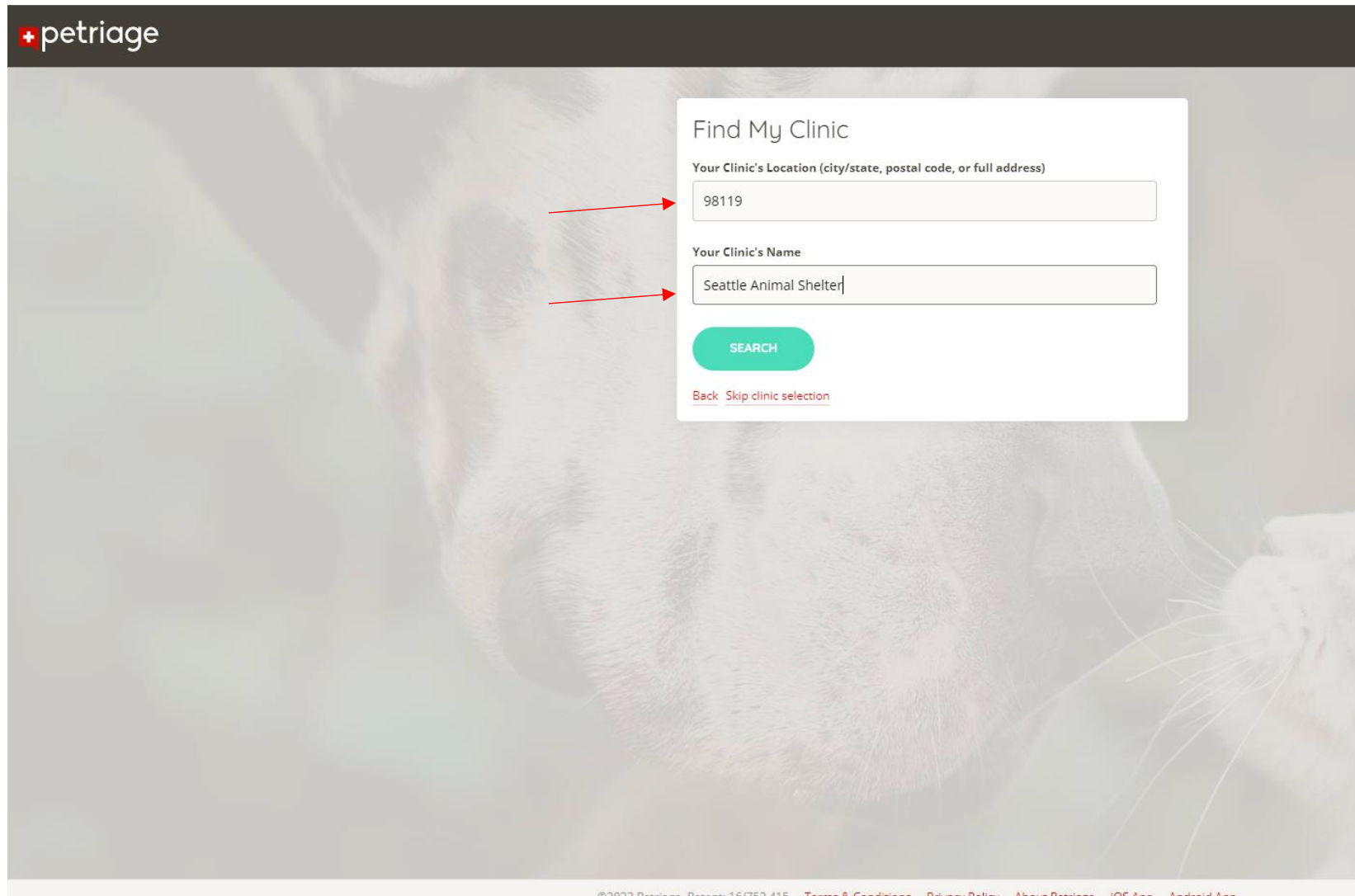
Go to [www.petriage.com](http://www.petriage.com) and click on the green button “Sign up for your free Petriage account”



Enter your information on the “Sign Up” page. Click “Continue”.

The image shows the Petriage website's sign-up page. The background is a soft-focus photograph of a white cat's face. At the top left is the Petriage logo, and at the top right is a help icon. The sign-up form is centered and contains the following fields: Email (with a note that it's the username), Mobile Phone (with a note that it's important and a 'Learn why' link), First Name (filled with 'Hailey'), Last Name (filled with 'Watlington'), Password (with a note 'At least 6 characters long'), and Confirm password. Below these is a question 'Do you have a regular veterinary clinic?' with 'Yes' selected. A checkbox for 'I have read and agree to the Petriage Terms and Conditions' is checked. A green 'CONTINUE' button is at the bottom of the form, with a red arrow pointing to it from the left. At the very bottom of the form is a link for 'Log in' and a link for 'Forgot your password or need help logging in?'.

In the “**Find My Clinic**” page, enter **98119** (our zip code) in the Your Clinic’s Location box and **Seattle Animal Shelter** in the Clinic Name box.



The screenshot shows the Petriage website's "Find My Clinic" form. The form is overlaid on a background image of a dog's face. The Petriage logo is in the top left corner. The form has two input fields: "Your Clinic's Location (city/state, postal code, or full address)" and "Your Clinic's Name". Red arrows point to these fields, which contain the text "98119" and "Seattle Animal Shelter" respectively. Below the fields is a green "SEARCH" button and two links: "Back" and "Skip clinic selection".

**petriage**

### Find My Clinic

Your Clinic's Location (city/state, postal code, or full address)

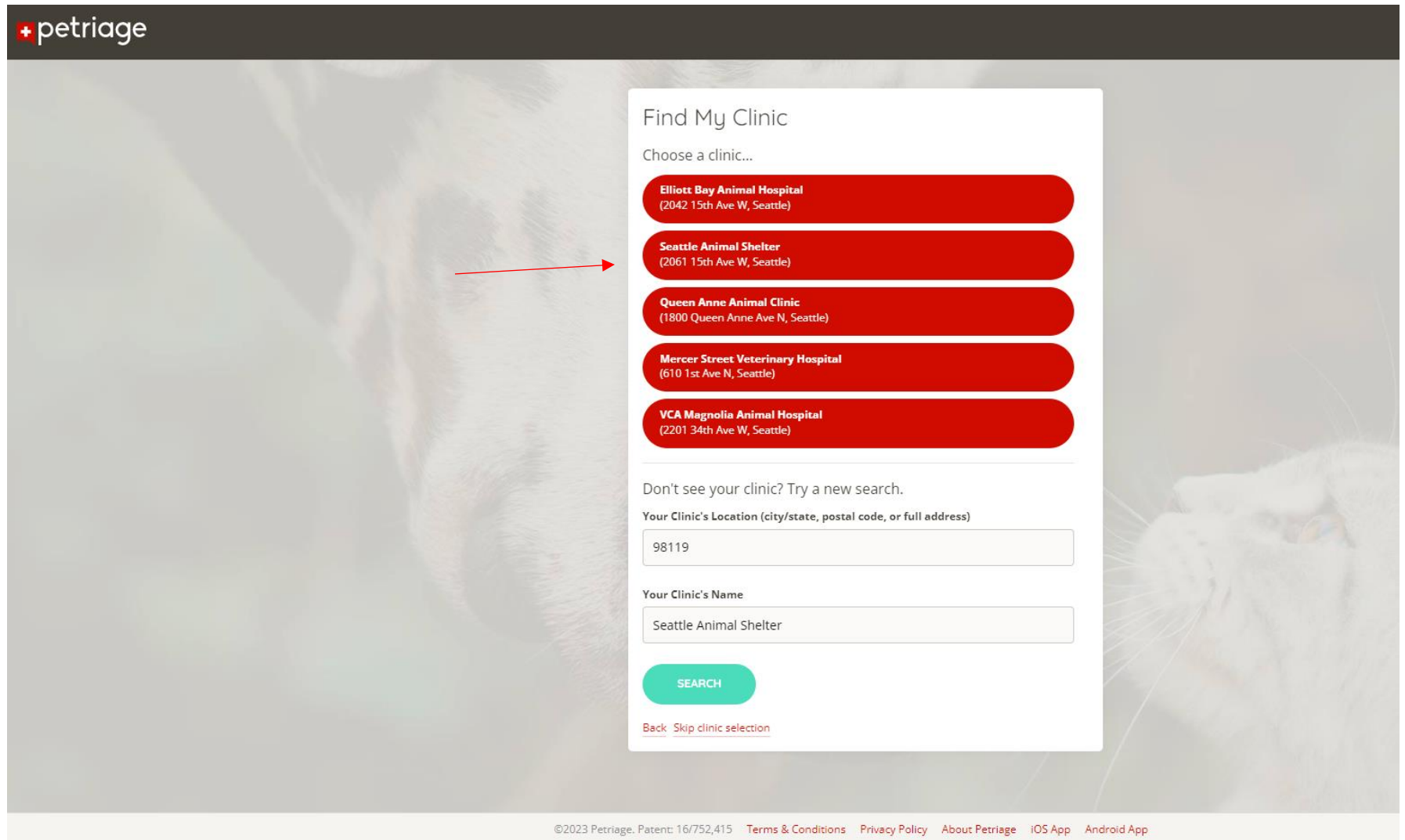
Your Clinic's Name

**SEARCH**

[Back](#) [Skip clinic selection](#)

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Under Choose a Clinic, select **“Seattle Animal Shelter”**. On the next screen, click the green **“Continue”** button.

The image shows a screenshot of the Petriage app's 'Find My Clinic' screen. The background is a blurred image of a dog and a cat. A white modal box is centered on the screen. At the top of the modal is the title 'Find My Clinic'. Below it is the text 'Choose a clinic...'. There are five red, rounded rectangular buttons stacked vertically, each containing the name of a clinic and its address in parentheses. A red arrow points to the second button, 'Seattle Animal Shelter'. Below the buttons is the text 'Don't see your clinic? Try a new search.' followed by two input fields: 'Your Clinic's Location (city/state, postal code, or full address)' with the value '98119' and 'Your Clinic's Name' with the value 'Seattle Animal Shelter'. At the bottom of the modal is a green 'SEARCH' button and a link 'Back Skip clinic selection'. The Petriage logo is in the top left corner of the app's header.

**+petriage**

### Find My Clinic

Choose a clinic...

- Elliott Bay Animal Hospital**  
(2042 15th Ave W, Seattle)
- Seattle Animal Shelter**  
(2061 15th Ave W, Seattle)
- Queen Anne Animal Clinic**  
(1800 Queen Anne Ave N, Seattle)
- Mercer Street Veterinary Hospital**  
(610 1st Ave N, Seattle)
- VCA Magnolia Animal Hospital**  
(2201 34th Ave W, Seattle)

Don't see your clinic? Try a new search.

Your Clinic's Location (city/state, postal code, or full address)

98119

Your Clinic's Name

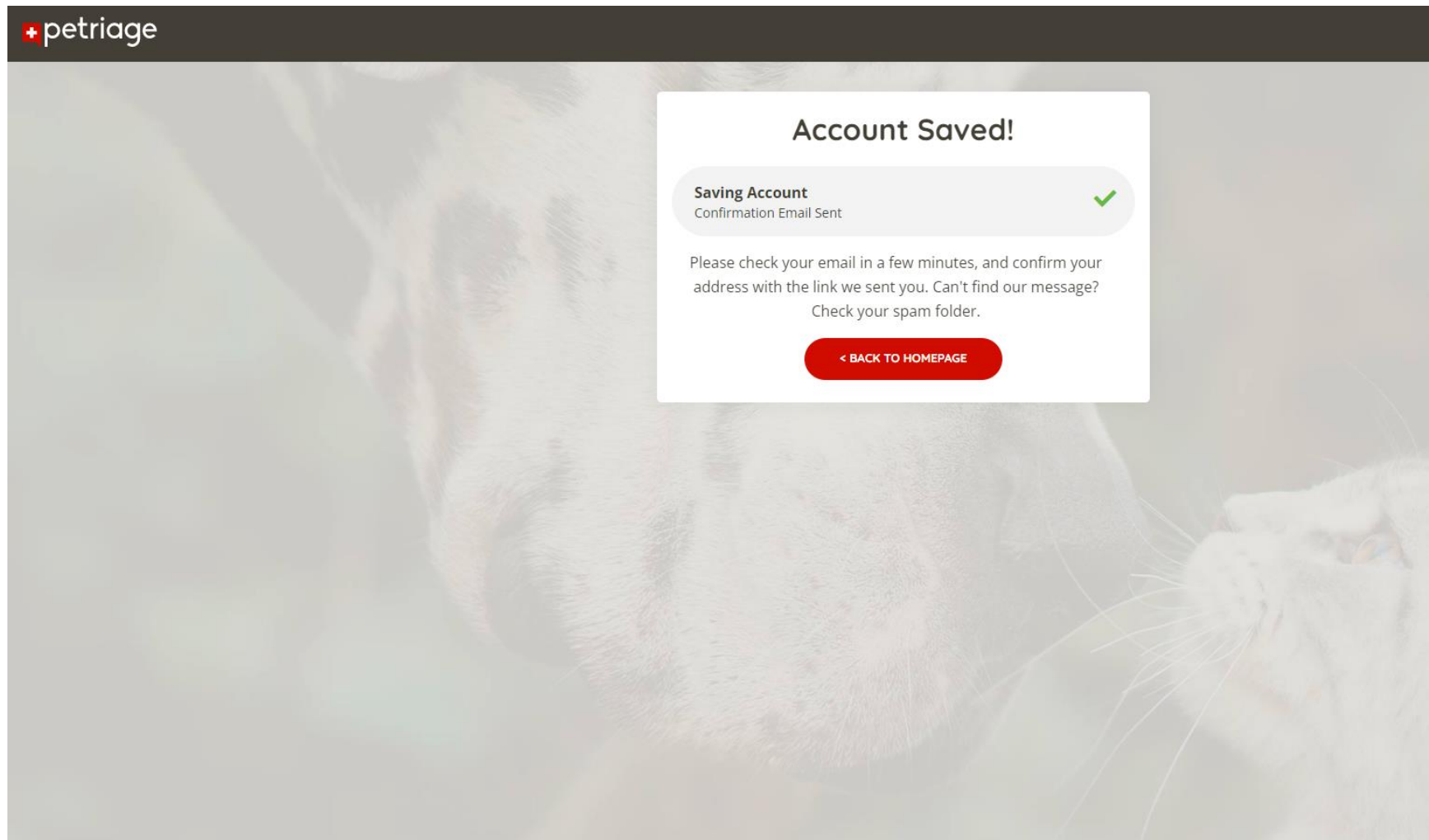
Seattle Animal Shelter

**SEARCH**

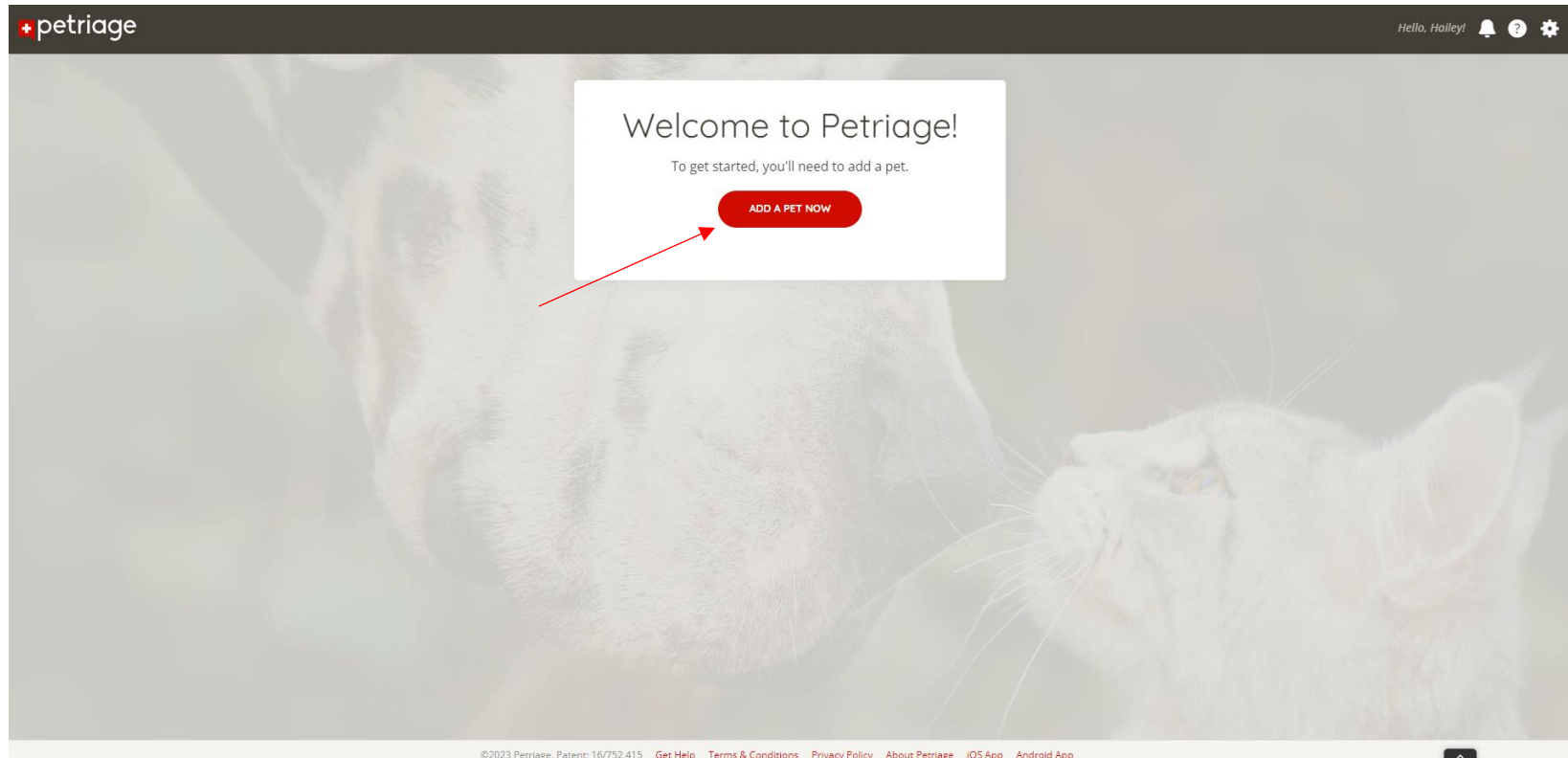
[Back](#) [Skip clinic selection](#)

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The next screen should say “Account Saved!”. You will receive a confirmation email to your email address.

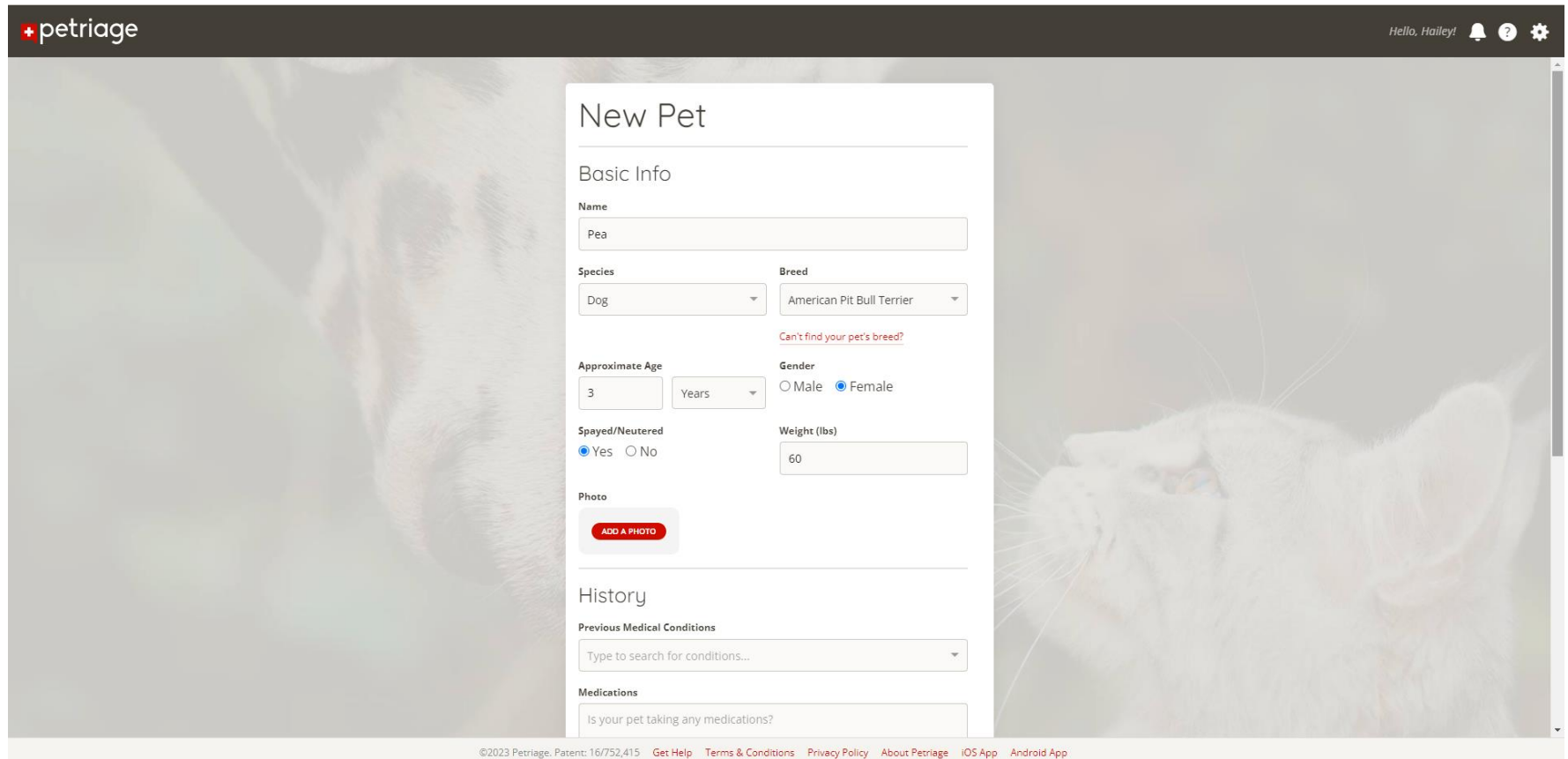


Once you have confirmed your email, it is time to add a pet! Click on the “add a pet now” button.

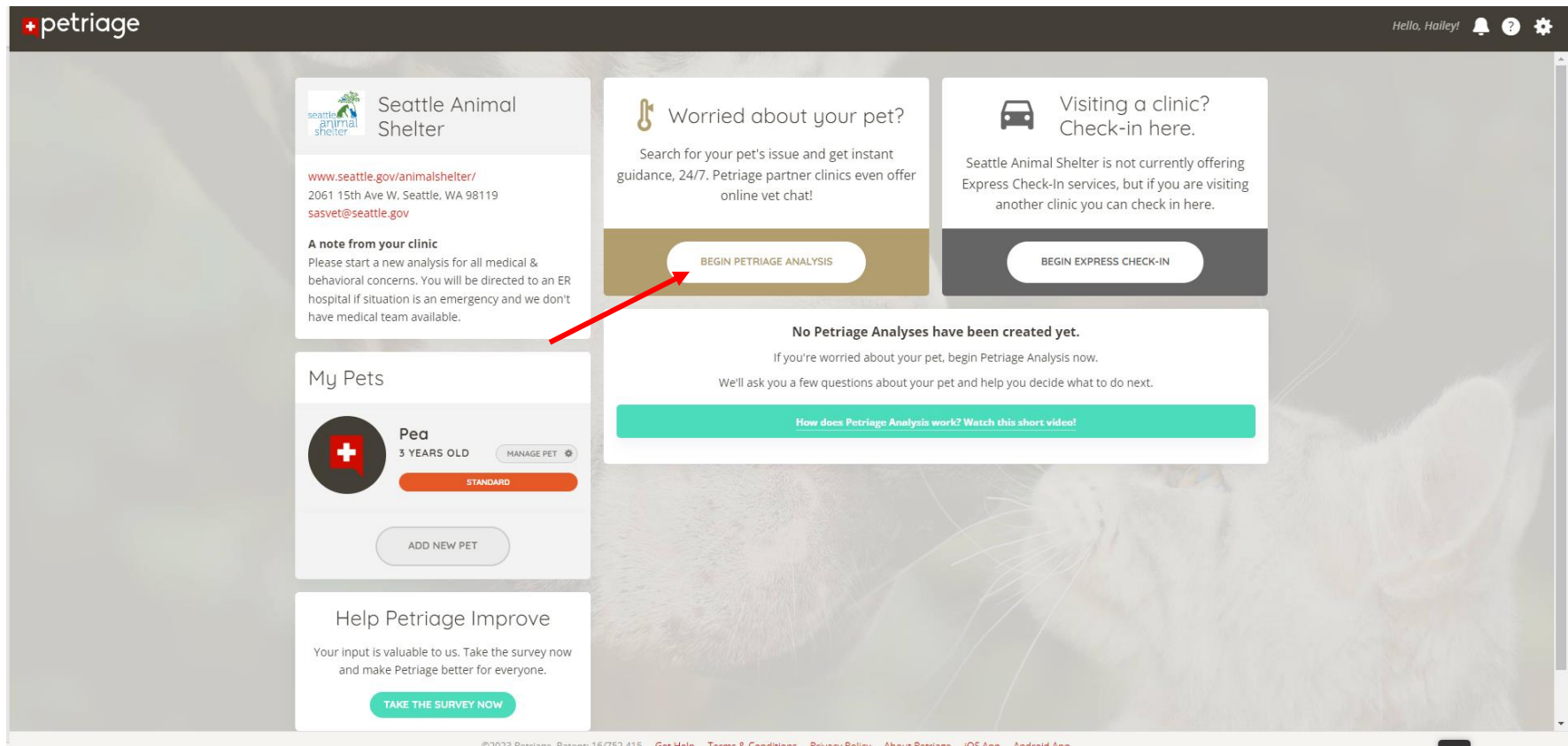




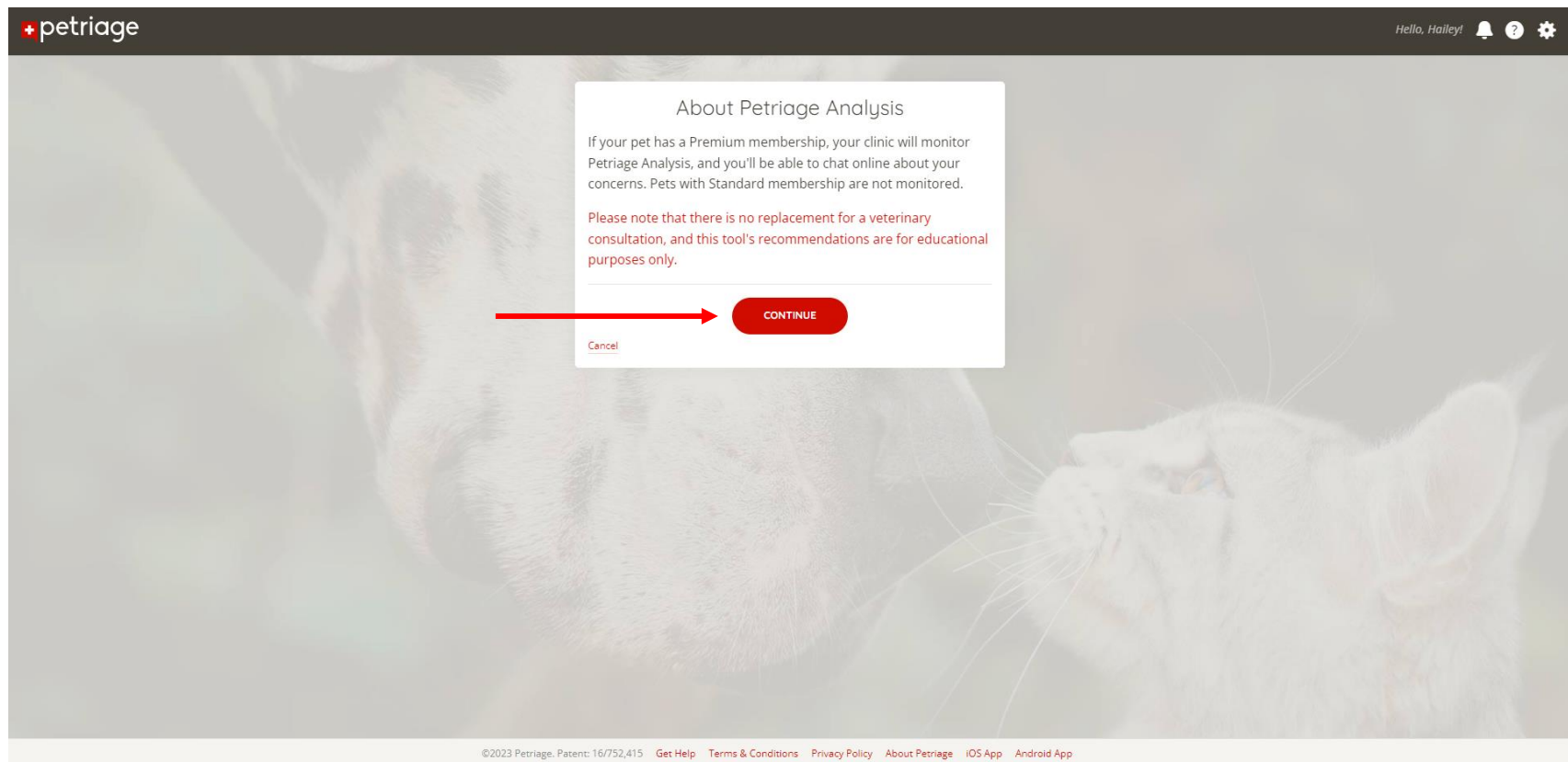
Enter your Foster pet's information and click "Save Pet".

The image shows a screenshot of the Petriage mobile application interface. At the top, there is a dark header bar with the Petriage logo on the left and user information on the right, including the text "Hello, Hailey!", a notification bell icon, a question mark icon, and a settings gear icon. The main content area has a light gray background with a large, faded image of a dog's face on the left and a white cat's face on the right. In the center, there is a white card titled "New Pet". Below the title, there is a section labeled "Basic Info". This section contains several form fields: a "Name" field with the text "Pea"; "Species" and "Breed" dropdown menus, with "Dog" and "American Pit Bull Terrier" selected respectively; a link "Can't find your pet's breed?" below the breed dropdown; an "Approximate Age" field with the number "3" and a "Years" dropdown; a "Gender" section with radio buttons for "Male" and "Female", where "Female" is selected; a "Spayed/Neutered" section with radio buttons for "Yes" and "No", where "Yes" is selected; and a "Weight (lbs)" field with the number "60". Below these fields is a "Photo" section with a red button labeled "ADD A PHOTO". Underneath the "Basic Info" section is a "History" section, which includes a "Previous Medical Conditions" dropdown menu with the placeholder text "Type to search for conditions..." and a "Medications" section with a text input field containing the question "Is your pet taking any medications?". At the very bottom of the screen, there is a footer bar with copyright information and links: "©2023 Petriage. Patent: 16/752,415", "Get Help", "Terms & Conditions", "Privacy Policy", "About Petriage", "iOS App", and "Android App".

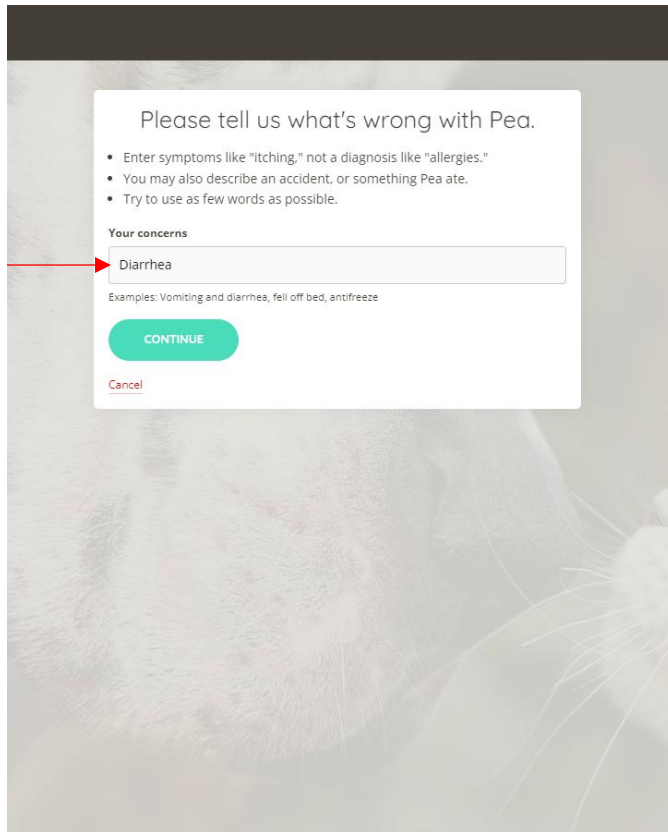
Your dashboard should look like the screen below. Notice the Seattle Animal Shelter icon in the top left corner – that indicates you are registered with SAS. To begin a Petriage Analysis (**Analysis is the first step to an e-consult**), click on the **“Begin Petriage Analysis”**.



On the “**About Petriage Analysis**” screen, click “**Continue**”. Follow the prompts and enter your pet’s weight.



Enter your concerns and follow the prompts for further information. On the “confirm selections” screen, click **“Confirm”**. Your Petriage analysis is now confirmed!



Please tell us what's wrong with Pea.

- Enter symptoms like "itching," not a diagnosis like "allergies."
- You may also describe an accident, or something Pea ate.
- Try to use as few words as possible.

Your concerns

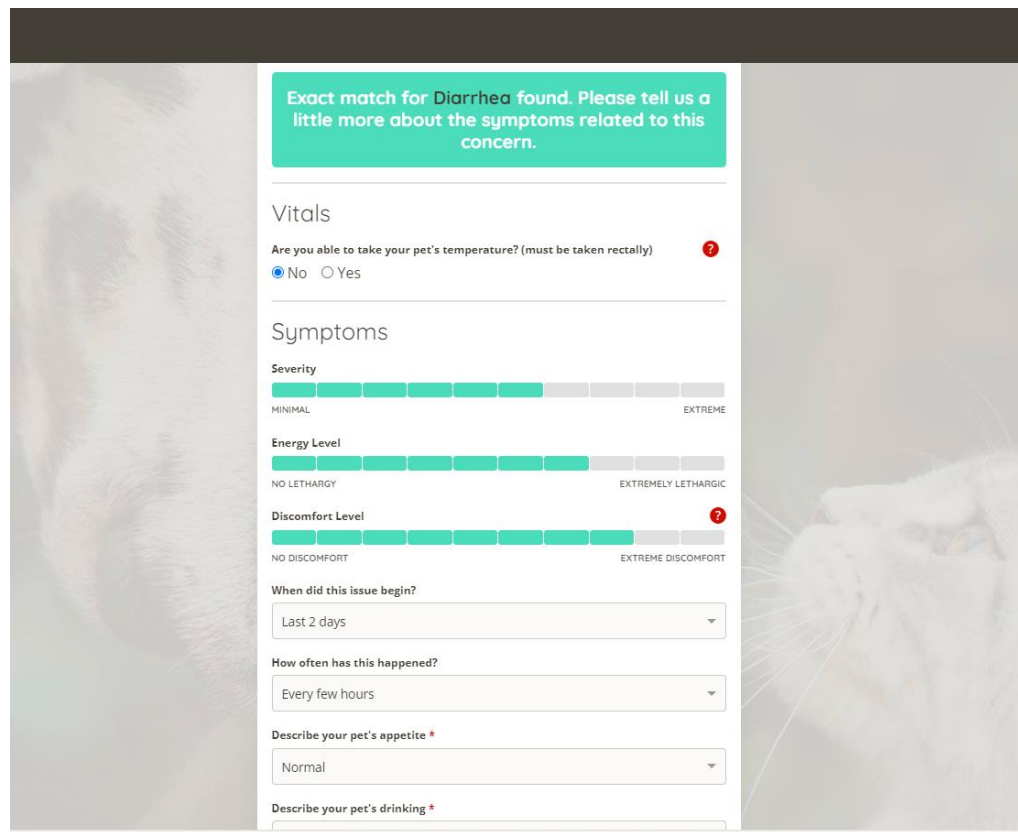
Diarrhea

Examples: Vomiting and diarrhea, fell off bed, antifreeze

[CONTINUE](#)

[Cancel](#)

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Exact match for Diarrhea found. Please tell us a little more about the symptoms related to this concern.

Vitals

Are you able to take your pet's temperature? (must be taken rectally) ?

☒ No ☐ Yes

Symptoms

Severity

MINIMAL EXTREME

Energy Level

NO LETHARGY EXTREMELY LETHARGIC

Discomfort Level ?

NO DISCOMFORT EXTREME DISCOMFORT

When did this issue begin?

Last 2 days

How often has this happened?

Every few hours

Describe your pet's appetite \*

Normal

Describe your pet's drinking \*

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Click on the “Request e-Consult” button in the middle of the screen.

The screenshot displays the Petriage web application interface. At the top, the Petriage logo is on the left, and the user greeting "Hello, Hailey!" with notification and settings icons is on the right. The main content area features a pet analysis for "Pea". On the left side of the analysis card, there is a vertical bar with a red top section and a green bottom section. The pet's details are listed: "Pea", "Standard", "Female (Spayed)", "American Pit Bull Terrier (Dog)", "3 years old old", and "Weight at analysis 60.0 lbs". Below this, the "Seattle Animal Shelter" information is provided, including the website "www.seattle.gov/animalshelter/", address "2061 15th Ave W, Seattle, WA 98119", and email "sasvet@seattle.gov". The analysis title is "Petriage Analysis for Pea" and the condition is "Diarrhea". The status is "Urgent", indicated by a red background and a clock icon, with a warning: "Your pet must receive medical attention within 12-24 hours." Below the status, there are two tabs: "TAKE ACTION" and "GET INSIGHT". The "TAKE ACTION" tab is active, showing the instruction: "Make an appointment as soon as your clinic is open. In addition, you may chat online." A red arrow points to the "REQUEST eCONSULT" button. At the bottom of the analysis card, there is a "SEE ANALYSIS DETAIL" button. The footer contains copyright information and links to "Get Help", "Terms & Conditions", "Privacy Policy", "About Petriage", "iOS App", and "Android App".

**Petriage**

Hello, Hailey!

[BACK TO DASHBOARD](#)

**Pea**  
Standard  
Female (Spayed)  
American Pit Bull Terrier (Dog)  
3 years old old  
Weight at analysis 60.0 lbs

**Seattle Animal Shelter**  
[www.seattle.gov/animalshelter/](http://www.seattle.gov/animalshelter/)  
2061 15th Ave W, Seattle, WA 98119  
[sasvet@seattle.gov](mailto:sasvet@seattle.gov)

**Petriage Analysis for Pea**  
Diarrhea

**Urgent**  
Your pet must receive medical attention within 12-24 hours.

**TAKE ACTION** **GET INSIGHT**

Make an appointment as soon as your clinic is open. In addition, you may chat online.

**REQUEST eCONSULT**

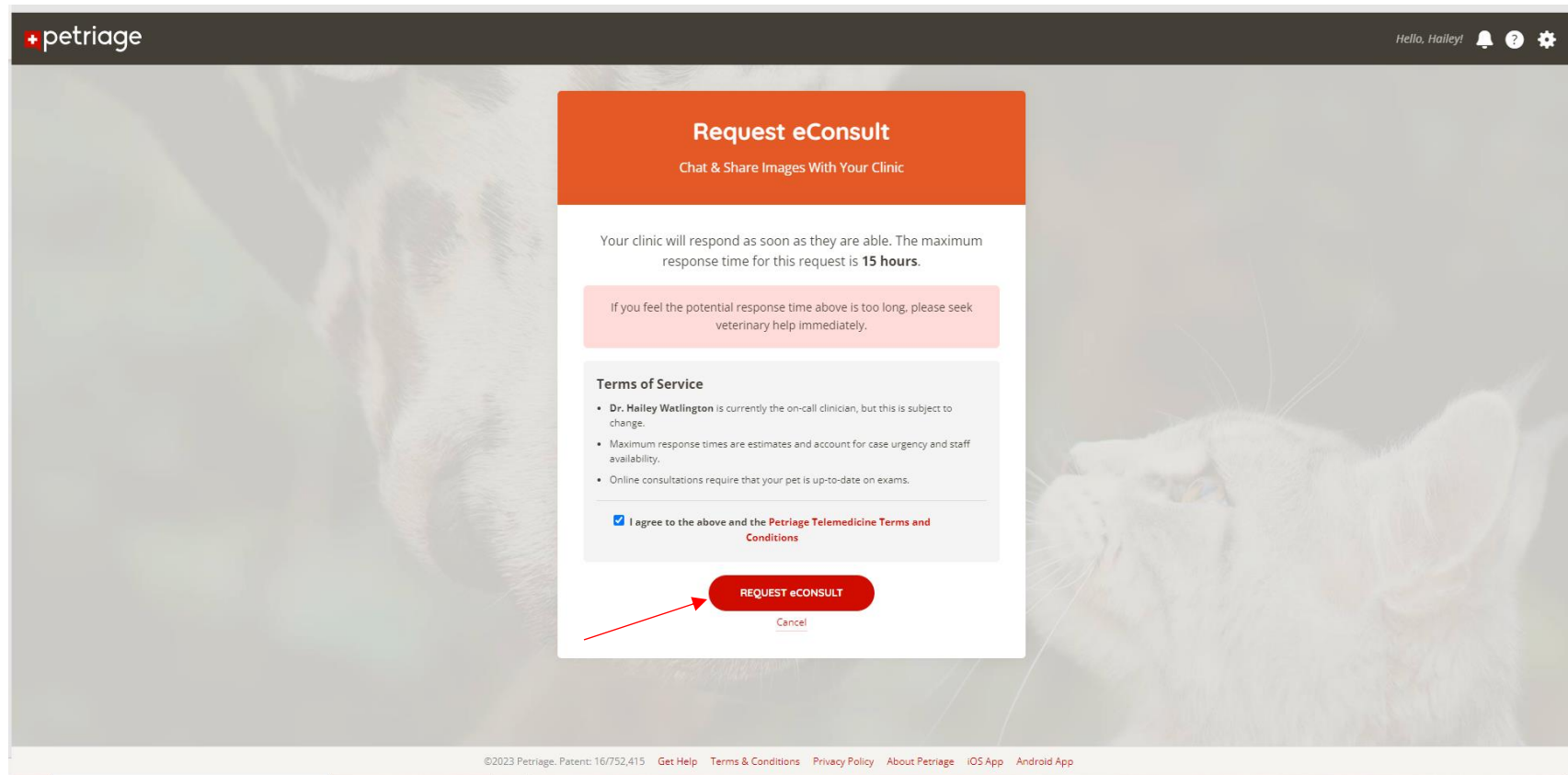
**Other concerns**  
None

**Date**  
01/30/2023 3:20 PM PST

[SEE ANALYSIS DETAIL](#)

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Agree to the Terms of Service and click “Request e-Consult”.

The image shows a screenshot of the Petriage mobile application interface. At the top, there is a dark header with the Petriage logo on the left and user information 'Hello, Halley!' with notification, help, and settings icons on the right. The main content area has a light gray background with a faint image of a dog and a cat. A central white modal box is titled 'Request eConsult' in an orange header, with the subtitle 'Chat & Share Images With Your Clinic'. Inside the modal, it states: 'Your clinic will respond as soon as they are able. The maximum response time for this request is 15 hours.' Below this is a pink warning box: 'If you feel the potential response time above is too long, please seek veterinary help immediately.' A 'Terms of Service' section follows, listing three bullet points: 'Dr. Halley Watlington is currently the on-call clinician, but this is subject to change.', 'Maximum response times are estimates and account for case urgency and staff availability.', and 'Online consultations require that your pet is up-to-date on exams.' Below the terms is a checked checkbox with the text 'I agree to the above and the Petriage Telemedicine Terms and Conditions'. At the bottom of the modal are two buttons: a prominent red 'REQUEST eCONSULT' button and a smaller, underlined 'Cancel' link. A red arrow points to the 'REQUEST eCONSULT' button. The footer of the app contains copyright information and links to 'Get Help', 'Terms & Conditions', 'Privacy Policy', 'About Petriage', 'iOS App', and 'Android App'.

Click “Start Chatting” to begin a conversation with medical staff.

The screenshot displays the Petriage eConsult interface. On the left, a sidebar contains the Petriage logo, a teal header with 'eCONSULT Diarrhea', a red '< BACK TO DASHBOARD' button, and a patient profile for 'Pea' (Standard, Female, American Pit Bull Terrier, 3 years old / 60.0 lbs). Below the profile, it lists 'Monitored By' (Dr. Hailey Watlington) and 'Client' (Hailey Watlington). The 'eConsult Status' is 'Active', with 'Opened On' (January 30th at 3:24pm) and 'Petriage Analysis Time' (January 30th at 3:20pm). The 'Main Concern' is 'Diarrhea' and 'Additional Concerns' are 'None'. The 'Petriage Analysis' is 'Urgent'. A red 'VIEW SYMPTOMS' button is at the bottom of the sidebar.

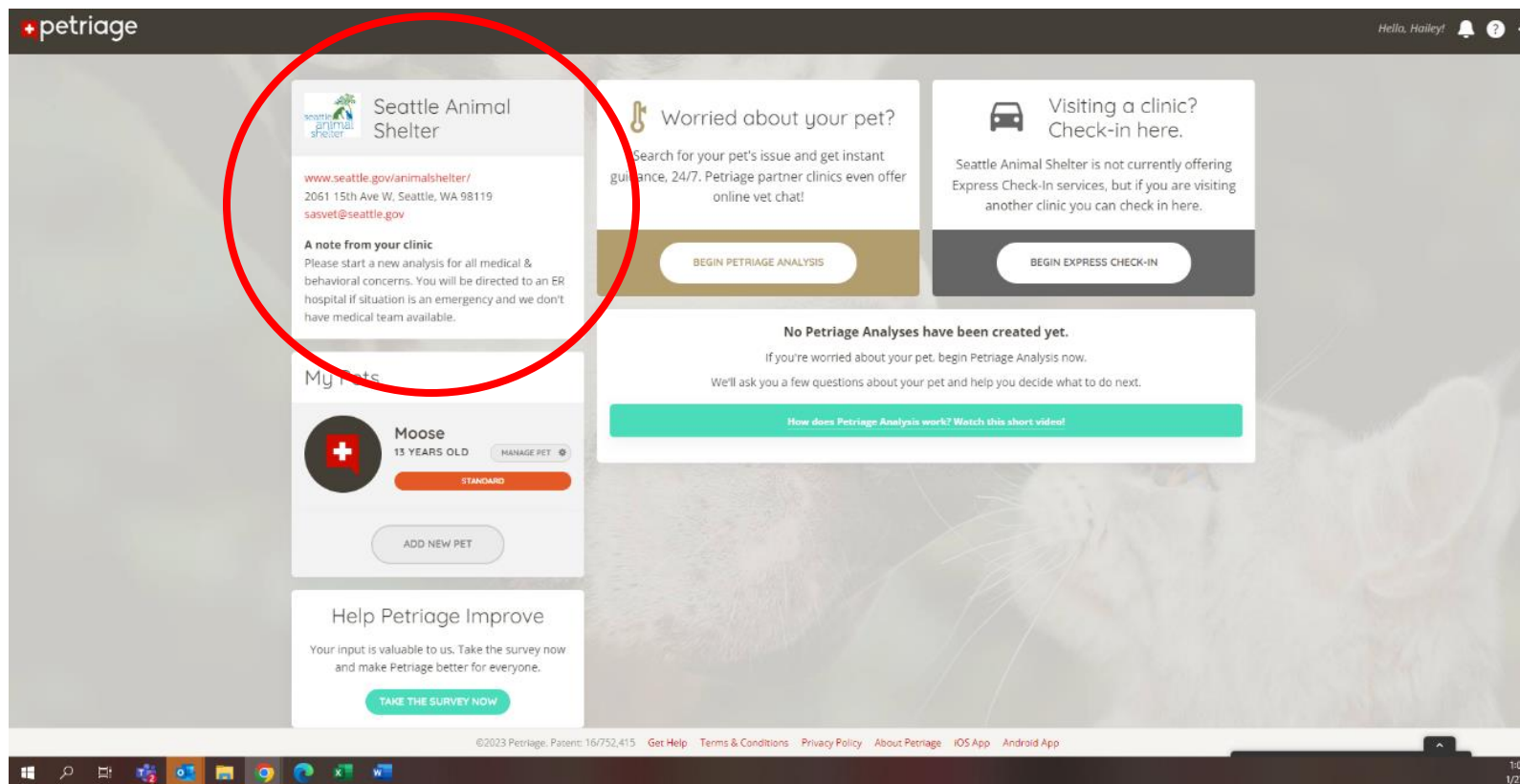
The main content area features a large teal box titled 'eConsult Ready'. It includes the text: 'If other attendees are not currently online, they will be sent notifications of your comments.' Below this, there are two buttons: 'Dr. Hailey Watlington (offline)' and 'Hailey Watlington (online)'. At the bottom of the teal box is a red 'START CHATTING' button, which is highlighted by a red arrow pointing from the left.

The top right of the interface shows a dark header with the text 'Hello, Hailey!', a bell icon, a question mark icon, and a gear icon.

## Troubleshooting Petriage: Making sure Seattle Animal Shelter is selected as your Clinic

If Seattle Animal Shelter does not show up in the left corner of the dashboard (see below, circled in red), you need to go to **Settings** → **My Account** → **Clinic Membership** → **Search for Seattle Animal Shelter** (NOT Municipal Spay/Neuter Clinic – that account is not active right now)

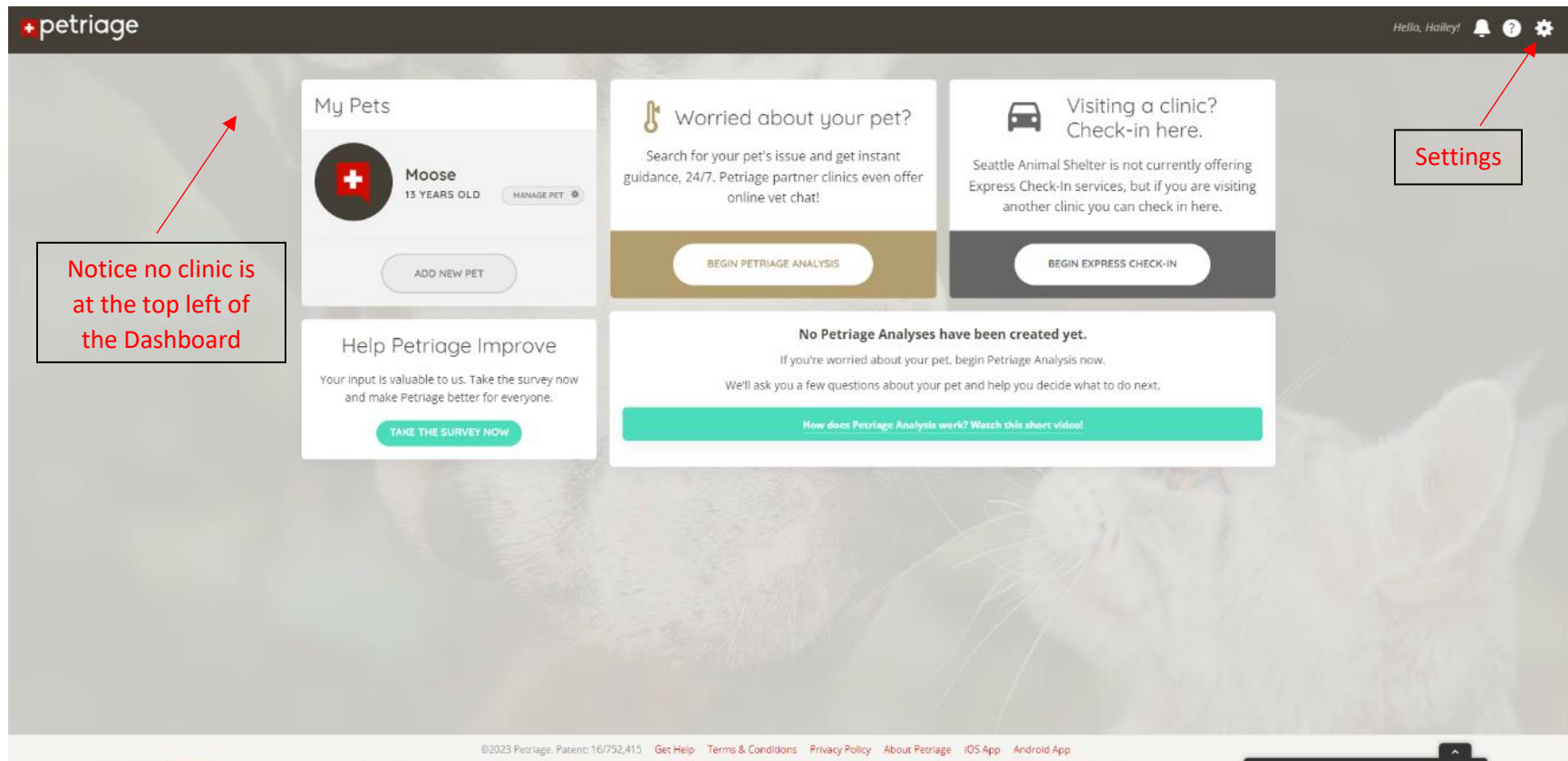
What your dashboard should look like if SAS is selected:



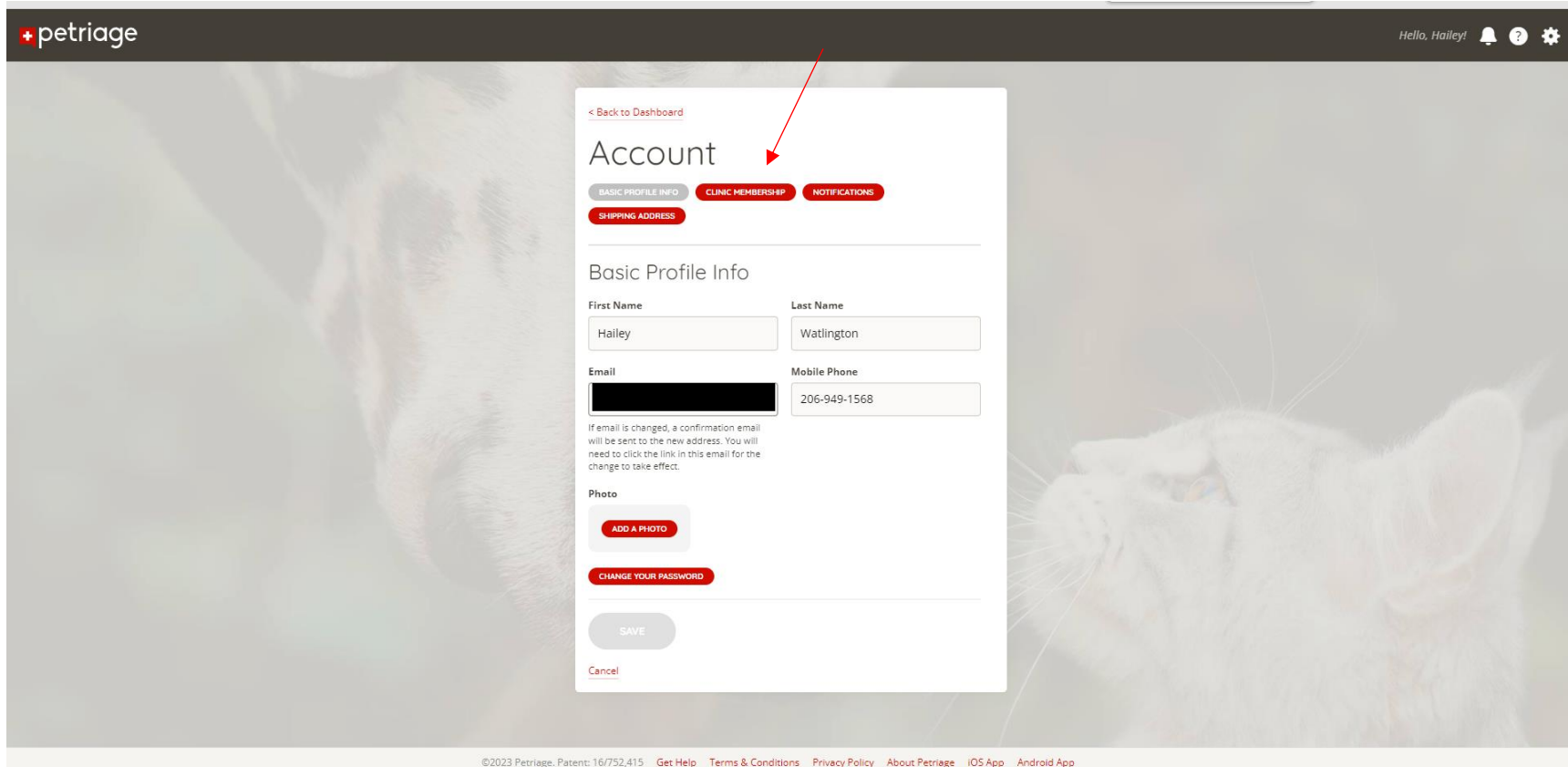


If you do NOT have Seattle Animal Shelter in the left corner of your dashboard, you will need to do the following:

Select **Settings** (the gear icon in the top right corner) and click **"My Account"**



In the **Account** screen, click on **“Clinic Membership”** (the second red icon)



The screenshot shows the Petriage mobile app interface. At the top, the Petriage logo is on the left, and the user's name 'Hello, Hailey!' with notification, help, and settings icons is on the right. The main content area is a modal titled 'Account' with a '< Back to Dashboard' link. Below the title are four tabs: 'BASIC PROFILE INFO', 'CLINIC MEMBERSHIP' (highlighted with a red arrow), 'NOTIFICATIONS', and 'SHIPPING ADDRESS'. The 'Basic Profile Info' section contains input fields for 'First Name' (Hailey), 'Last Name' (Watlington), 'Email' (redacted), and 'Mobile Phone' (206-949-1568). A note states: 'If email is changed, a confirmation email will be sent to the new address. You will need to click the link in this email for the change to take effect.' Below this are buttons for 'ADD A PHOTO', 'CHANGE YOUR PASSWORD', and 'SAVE'. A 'Cancel' link is at the bottom left of the modal. The footer contains copyright and legal information: '©2023 Petriage. Patent: 16/752,415 Get Help Terms & Conditions Privacy Policy About Petriage iOS App Android App'.

petriage

Hello, Hailey!

< Back to Dashboard

## Account

BASIC PROFILE INFO CLINIC MEMBERSHIP NOTIFICATIONS SHIPPING ADDRESS

### Basic Profile Info

First Name Last Name

Hailey Watlington

Email Mobile Phone

[Redacted] 206-949-1568

If email is changed, a confirmation email will be sent to the new address. You will need to click the link in this email for the change to take effect.

Photo

ADD A PHOTO

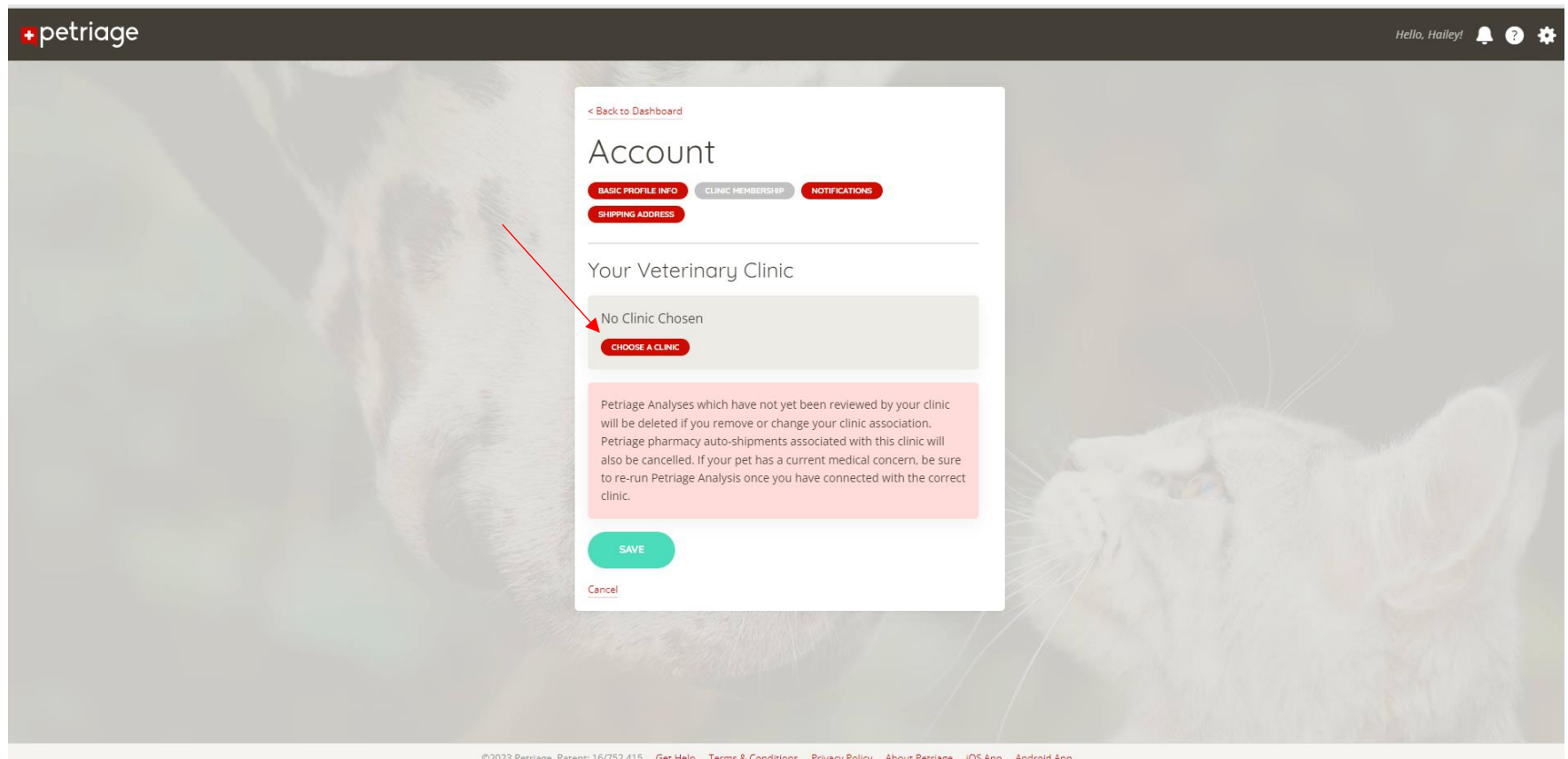
CHANGE YOUR PASSWORD

SAVE

Cancel

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In the Clinic Membership screen, click **“Choose a Clinic”**



On the Find My Clinic screen, enter **“Seattle, WA”** in the Clinic Location box and **“Seattle Animal Shelter”** in the Clinic Name box.

**petriage** Hello, Hailey! ?

### Find My Clinic

Your Clinic's Location (city/state, postal code, or full address)

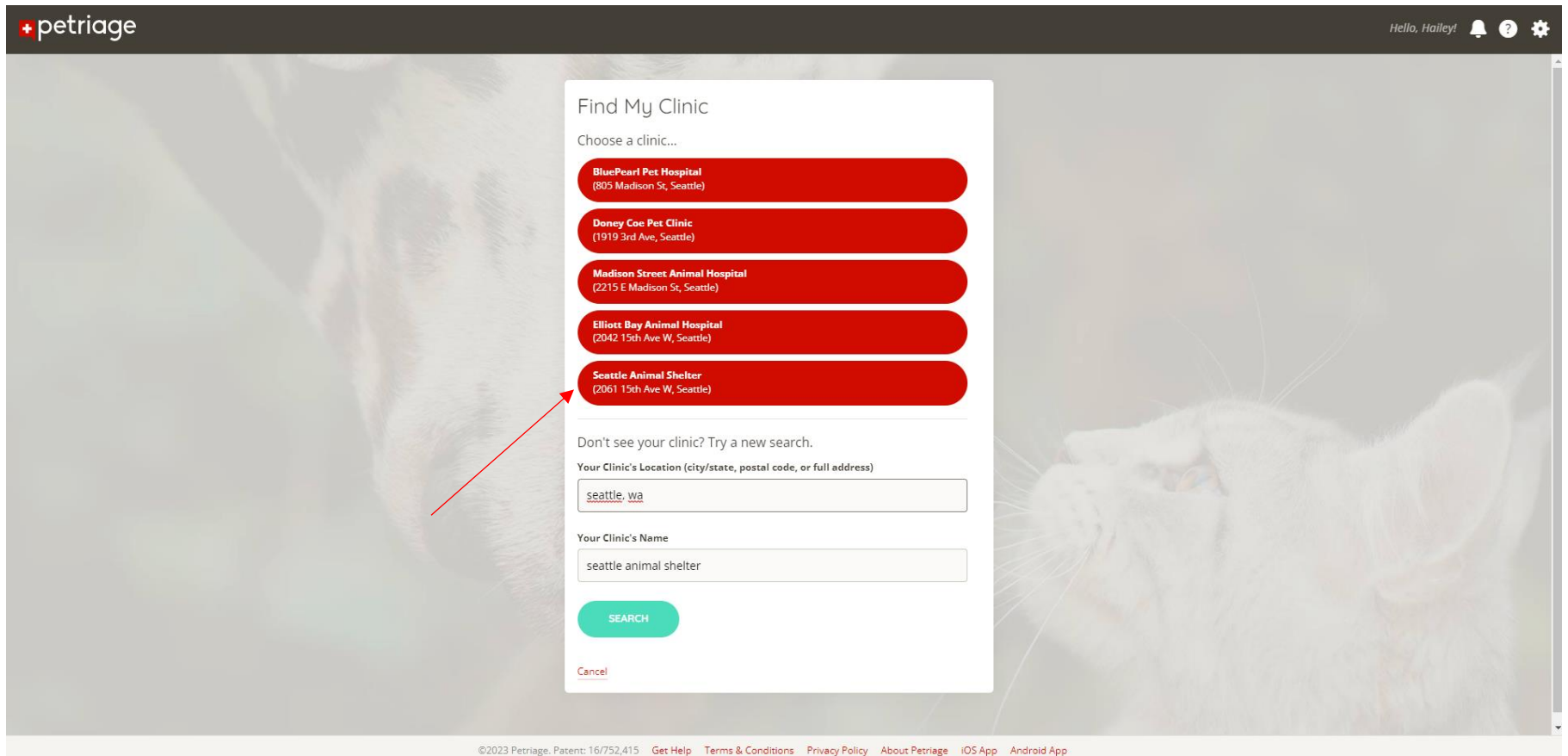
Your Clinic's Name




**SEARCH**

[Cancel](#)

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Select **Seattle Animal Shelter** as the clinic. Once you select Seattle Animal Shelter, click “**Continue**” and it will save your preferences.



**petriage** Hello, Hailey!   

### Find My Clinic

Choose a clinic...

- BluePearl Pet Hospital**  
(805 Madison St, Seattle)
- Doney Coe Pet Clinic**  
(1919 3rd Ave, Seattle)
- Madison Street Animal Hospital**  
(2215 E Madison St, Seattle)
- Elliott Bay Animal Hospital**  
(2042 15th Ave W, Seattle)
- Seattle Animal Shelter**  
(2061 15th Ave W, Seattle)

Don't see your clinic? Try a new search.

Your Clinic's Location (city/state, postal code, or full address)

Your Clinic's Name

**SEARCH**

[Cancel](#)

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