



VetVerifi Quick Guide: Redirecting Vaccine Verification Requests

Purpose

This guide helps your front desk or CSR team confidently handle calls or emails from third parties (like pet resorts, groomers, or daycares) asking for vaccine records. VetVerifi takes care of these requests for you — so your clinic can save time, reduce errors, and focus on patient care.

■ When You Receive a Call

Goal: Redirect the caller to VetVerifi in a friendly, consistent way.

“Hi! Thanks for calling [Clinic Name]. We now use VetVerifi to process all vaccine record requests. You can visit [VetVerifi.com](https://vetverifi.com) to verify a pet’s vaccination records instantly — it’s quick, secure, and accurate.”

If they have more questions:

“VetVerifi works directly with our clinic’s records, so the information you see there is always up to date. It’s the best and fastest way to get what you need.”

■ When You Receive an Email

Reply Template:

Hello,

Thanks for reaching out about vaccine records. Our clinic now uses VetVerifi to handle all vaccine verification requests. You can access verified records instantly at **VetVerifi.com**.

Thank you,
[Your Clinic Name]

■ Quick Tips for Staff

- Keep a VetVerifi door sticker visible near your front desk or entrance.
- Add a “We use VetVerifi” note and link in your clinic’s email signature.
- If a caller seems unsure, remind them VetVerifi is trusted by thousands of clinics and service providers nationwide.

■ Need Help?

Visit **support.vetverifi.com** or email **support@vetverifi.com** for quick assistance.

“VetVerifi — simplifying vaccine verification for clinics everywhere.”