



Messages & Prescription Requests

1. Messages and prescription requests for Dr. Schmidt will go to the specialist CSR.
2. If they are not here, send an email to the specialist CSR, unless it is a message specifically for Dr. Schmidt's message board.
3. Make sure the owner is aware that Dr. Schmidt is not in the clinic and will not be available until he is here during his normal clinic hours, on top of the normal possible wait period for response or filling prescriptions (24-48hrs)
4. If the prescription request is urgent, check the medical summary from Dr. Schmidt in the patient's file. Check to see if there are remaining refills.
5. If there are refills remaining. Text Britt, she will then be able to let you know which DVM or Tech to ask to refill. This way the DVM is not interrupted during their weekends.
6. Any questions, you can text Britt.