



Why I Use PetWise

An Interview Mindy Hasemeier, Practice Manager
Brentwood Animal Hospital, St. Louis, MO



Clinic

Brentwood
Animal Hospital

Practice Size

Two locations,
eight doctors

Specialty

Small animal

Location

St. Louis, MO

*“With PetWise,
I can keep our
website fresh
and up-to-date
with minimum
effort”*

How long have you used PetWise?

About one year.

Why did you switch?

Our previous content management system was not very user friendly, so it was difficult for me to keep our practice web site updated. The PetWise content management system is much easier to use, so I can keep our web site fresh and up-to-date with minimum effort.

How do you use the PetWise service today?

We use the PetWise Community package, which includes all of the services we had with our previous vendor: Web site hosting, email reminders, birthday notices, online purchasing for clients, and client access to pet health records. Our clients really like being able to visit our practice web site and book appointments, refill prescriptions, purchase products, and access whatever information they need for their pets.

What do you love about PetWise?

The web site content manager is very easy to use. Plus, PetWise customer service is great. It is always easy to get help when I need it.

Any advice for other veterinary practices considering a new web site provider?

Definitely check out PetWise. It's very easy to keep your web site updated, and there is always someone available to help when you need it.



PetWise
1010 Club Village Dr.
Columbia, MO 65203
800-874-1446
www.petwisewebsites.com



Mindy's Favorite PetWise Features

- Easy-to-Use Content Management System: To keep web sites up-to-date.
- Excellent Customer Service: Someone is always available to help.
- Email Birthday Notices: Clients love them!



Why I Use PetWise

An Interview Glinda Cash, Manager of Finance and Administration
Appalachian Animal Hospital, Piney Flats, TN



Clinic

Appalachian
Animal Hospital

Practice Size

One clinic,
three doctors

Specialty

General, small animal

Location

Piney Flats, TN

*“Check out
PetWise. It has
great versatility,
excellent cus-
tomer service,
and competitive
pricing.”*

How long have you used PetWise?

About one year.

Why did you switch?

There were really three reasons. First, when I update the web site, PetWise allows me to save a new web page as a draft and then publish it later. With my previous service, if I didn't finish a page, I had to either publish the page or start over at a later date. (In our busy practice, you can imagine how many times I was interrupted throughout the day!) Preparing web site updates in advance and then publishing them when we're ready allows me to get ahead of the game.

Second, PetWise has web site templates that are much more professional-looking compared with our previous service. Third, PetWise's customer service is excellent. It no longer takes me several days to resolve an issue.

How do you use the PetWise service today?

We use the PetWise Community Package, which is very comparable to my old service but actually costs less. And, PetWise just launched a mobile application that will allow our customers to access their pets' medical records and instantly connect with our practice, so we're expecting that to be a hit with clients.

What do you love about PetWise?

Everything! The ability to save web page updates as drafts and then publish later is great. We can also unpublish pages and then re-publish them later. That works well for seasonal promotions like dental month and flea and tick season, because once a page is created, I can take it down, archive it, and put it back up next year. In addition, we were able to choose our own domain name rather than being assigned a long, cumbersome URL. And the content management system is very easy to use.

Any advice for other veterinary practices considering a new web site provider?

Check out PetWise. It has great versatility, excellent customer service, and competitive pricing. Plus, PetWise is always coming out with enhancements and innovations such as its new mobile application.

Glinda's Favorite PetWise Features

- Draft Pages: Save web page updates and publish them later.
- Excellent Customer Service: Someone is always available to help.
- Mobile Application: Allows clients to instantly connect with our practice from a smartphone.



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