



Pet MyIR Communication

New Feature Enhancement Available!

May 31st, 2023

Product Introduction and Background

What is Pet MyIR?

Pet MyIR is an internet-based portal that gives consumers access to their pet immunization records. As a company, STChealth recognizes that pets are an important part of your family. Pet MyIR's goal is to empower consumers with their pet's immunization information in one easy place to assist you in caring and managing your pet's needs. This new functionality is embedded and available effective 6/1/2023 within MyIR.

FAQs

Where can I find Pet MyIR?

- In MyIR Mobile, under your profile, click on the button below that says, "add a pet"

Is Pet MyIR just for dogs and cats?

- Pet MyIR is designed to show all animals, so if you don't see your pet in there yet, it will be soon!

What if I don't see my animal breed?

- You can reach out to us through the Athena Chat function for assistance.

Is the pet information required to create a profile for my pet?

- The information is not required to create a profile, only suggested.

What if I have to update my pet's profile?

- Any updates you make, your pet's profile will also be updated.

How do I know if my profile has been created?

- Once you've created a profile for your pet, you will see it under the left-hand side.

How do I upload documents for my pet?

- To add your pet records, click on the "Documents" tab on the left-hand side. Simply, click on "Choose a file" and upload a picture or PDF.

Can I edit my pet's profile?

- Absolutely. You can edit your pet's profile at any time.

How do I add my pet's immunizations?

- To add immunizations for your pet, click on the "Immunizations" tab on the lower left-hand section.
- What if I need to delete my pet?
 - To delete your pet, head to the "Profile" section and click on, "Delete pet".