Sending A Message

You can send messages to our clinical team about a recent visit (last 90 days), or about a specific animal that is registered as a patient.

Message Regarding a Recent Visit

You can send messages to our clinical team about a recent visit via the Client Portal by following these steps:

1. Navigate to the Messages section
2. Click the 'Send New Message' button
3. Select the 'Recent Visit' option
4. Select the relevant visit from the list presented.
5. Select whether your message requires a response. This option if for when you are just providing information to our clinical team and are not expecting a reply.
6. Enter the subject and body of your message and click 'Send Message'

Your message will be routed to the clinician and/or service coordinator. You should expect a reply within a few days.

Message Regarding a Specific Animal

1. Navigate to the Messages section
2. Click the 'Send New Message' button
3. Select the 'Service / Animal' option
4. Select the Animal you wish to communicate about
5. Select which service to send the message to. Note that not all services are currently active in the Portal.
6. Enter the subject and body of your message.
7. Click the 'Send Message' button.

Your message will be routed to the clinician and/or service coordinator. You should expect a reply within a few days.

Reply to Message from UC Davis

When the UC Davis team sends a message to you via the Portal, you'll get either an email letting you know that you have a new message waiting. Click the link in the email to jump to the Messages section of the Portal. You can easily reply to the message by clicking the Reply button at the bottom of the message and filling out the Body of the message.

Please do not send email correspondence for any emergency situations.

- If you are a client of the VMTH Clinic in Davis, you should call our hospital at 530-752-1393.
- If you are a client of our San Diego Clinic, you should call 858-875-7505.