



Instructions for the Anipanion and MyVCA apps

Using Anipanion

All medical questions and concerns should be submitted through Anipanion. Anipanion is a mobile app monitored by DAS Veterinarian Dr. Boden Monday – Friday 9 AM – 3 PM.

Download the Anipanion app:
<https://anipanion.com/app-download/>

Select Dallas Animal Services as your provider.

When you start a chat, please include a description of your concerns and how long the symptoms have been going on for.

Once you start the chat, you will have the ability to go in and upload photos and videos, which are very helpful for the medical team to help diagnose and treat.



Using MyVCA

Outside of Anipanion hours, Dallas Animal Services fosters can access medical support from the experts at VCA Animal Hospitals through the MyVCA app. They can triage difficult situations and offer basic medical advice, but they won't be able to diagnose or prescribe medications.

Download the MyVCA app:
<https://vcahospitals.com/myvca-app>

Username: Dasvca2022@vca.com
Password Dasfosters2022!\$

Symptoms to Report

Ears - Dark, waxy discharge accompanied by yeasty smell. painful when rubbed or cleaned. consistent scratching at ear

Nose - Yellow, green or heavy oozing discharge, excessive sneezing with discharge

Eyes - Yellow or green discharge, uneven pupils, swollen or bloodshot eyes, including 3rd eyelid

Other - Loss of appetite lasting 2 meals, No bowel movement for more than 48 hours, trouble eating or chewing, pale gums, ulcers or lacerations on gums or lips, multiple vomiting episodes, sudden lameness