How to Request a Refill

*These instructions are based off of the iPhone app. Android settings may vary slightly.

**For the best Vitus Vet experience, ensure the app has been updated to the most recent version.

1. Open your Vitus Vet app.

2. From the Home screen, select Refills.

3. You'll see this screen. Go ahead and fill out the requested information.

4. If your pet has any previous prescriptions, they'll show up first! Be aware, some prescriptions will require an exam before we can refill them.
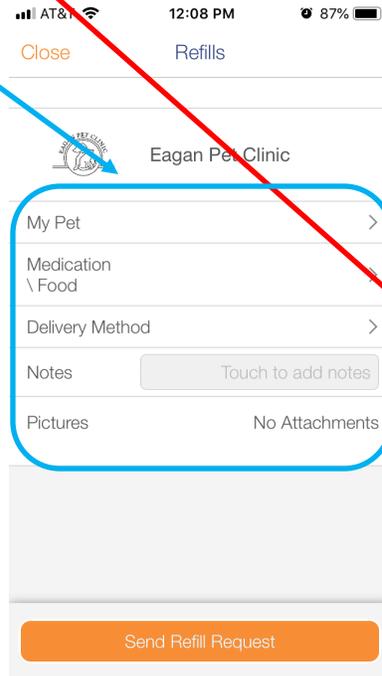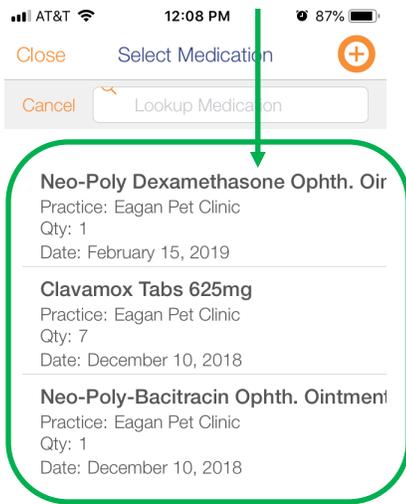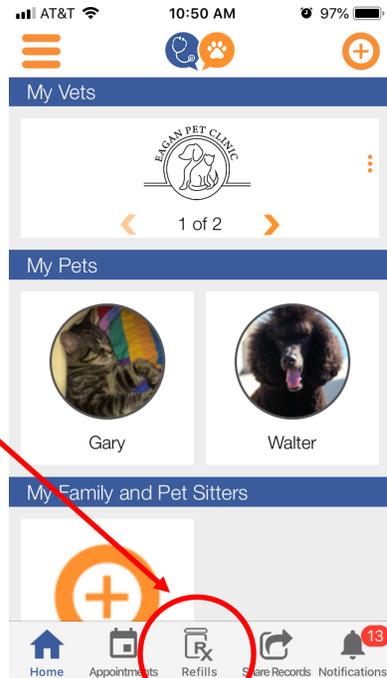
5. Previous foods and not all medications will be listed, but you can add anything by selecting Add My Own Medication.
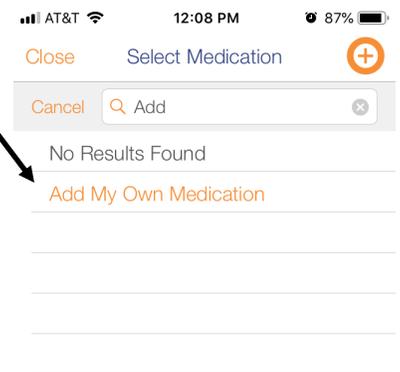
6. Here, I have added a food and noted that I'll pick it up next week. You can also add a picture of what you need if you aren't sure what it is called.
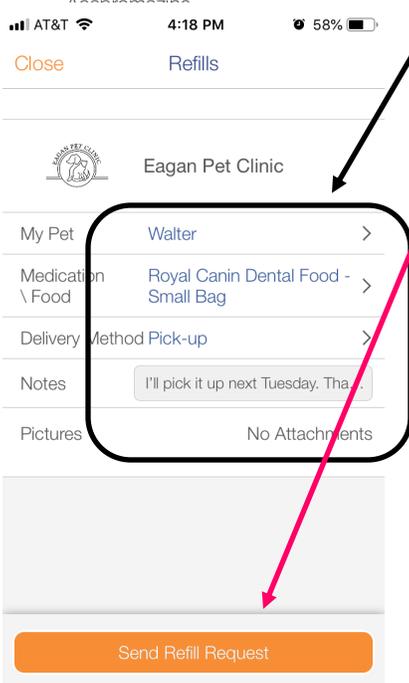
7. When everything looks correct, select Send Refill Request! You'll receive a pop up alert that confirms the request was sent. If you don't get one, try again.

8. You'll receive notifications via push, text and/or email as we process your request. Once you receive the notification that the refill is ready, you can come pick it up!