

CUSTOMER HIGHLIGHT

CityVet Midtown



OVERVIEW

For veterinary clinics, navigating the complexities of international health certificates can feel like solving "the worst puzzle ever," as Dr. Cathy Fish of CityVet Midtown puts it. In the heart of Atlanta, her clinic sees a high volume of clients who travel for work or attend nearby universities, meaning a steady stream of pets needing to fly. Faced with error-prone processes, complex regulations, and the high-stakes stress of getting it right, Dr. Fish turned to GlobalVetLink to transform a challenging process into a streamlined, profitable service.

THE CHALLENGE: ELIMINATING ERRORS AND UNCERTAINTY

Before implementing GlobalVetLink, Dr. Fish, who handles all health certificates for the clinic, relied on the VEHCS website. The process was fraught with difficulties. A single mistake could force her to start the entire application over, wasting valuable time.

More critically, the complexity led to significant risks for the client's travel plans and the clinic's bottom line. One incident nearly ended in disaster when a FedEx label error forced Dr. Fish to spend her weekend tracking down a certificate and personally driving it to a client on their way to the airport.



"There's so much room for error that using GVL just cuts that out and makes the process a lot easier so that you can get that income from health certificates without having the headaches attached."

Dr. Cathy Fish

Lead Veterinarian at CityVet Midtown

The clinic was also struggling to accurately quote the full cost of certificates, often realizing too late that hundreds of dollars in shipping and testing fees were missed. This uncertainty was not just a financial drain on the clinic; it created anxiety for pet owners who feared their travel plans would fall through.

THE SOLUTION: A TWO-FOLD APPROACH

At the suggestion of CityVet's corporate leadership, Dr. Fish adopted GlobalVetLink and quickly discovered the power of its dual approach: the intuitive digital platform and the expert Pet Travel Concierge Service.



The GVL Platform

For straightforward travel, the platform became her go-to tool. It catches errors before submission and saves all pet and owner information, making repeat travel for frequent flyers—like a flight attendant's dog who travels to Hawaii—a simple, click-and-create process.

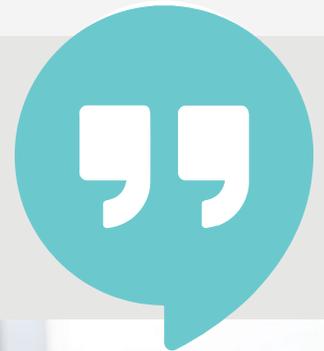


The Pet Travel Concierge Service

For more complex journeys, Dr. Fish calls the Pet Travel Concierge Service "amazing." The GVL team steps in to untangle complicated travel requirements, consolidate paperwork from multiple veterinarians, and provide the expert backing needed to give clients clear, confident answers. This support proved invaluable for many cases, including one for a puppy traveling through multiple European countries.

"I could not have done it without the concierge service for sure"

Dr. Cathy Fish



A PARTNERSHIP IN PROBLEM-SOLVING

Beyond the technology, Dr. Fish emphasizes the value of the people behind GlobalVetLink. She praises the team for their quick, pleasant, and collaborative support, even when she's feeling the pressure of a complicated case. This partnership becomes crucial when managing client expectations for complex journeys.

"I would say that everyone I've worked with at GlobalVetlink has been so pleasant. Even when I'm stressed out, they have been pleasant," shared **Dr. Fish**. **"I feel like all of my questions get answered very quickly."**



THE RESULTS: CONFIDENCE, EFFICIENCY, AND PEACE OF MIND

By integrating GlobalVetLink into their workflow for 8-10 international health certificates per month, CityVet Midtown has seen transformative results.

Benefit	Impact
Reduced Errors	The platform's validation checks and the Concierge team's oversight have virtually eliminated costly mistakes, preventing situations like the last-minute race to the airport.
Significant Time Savings	GVL has "significantly cut down" on the time Dr. Fish spends tracking down information, allowing her to focus on patient care.
Improved Profitability	With accurate, all-inclusive cost estimates from GVL, the clinic has stopped losing money on un-billed fees and turned travel certificates into a reliable source of revenue.
Enhanced Client Trust	Pet owners are less fearful about the process. GVL's communication and transparency give them confidence that their pet's travel is on track.

For Dr. Fish, the most significant change is the removal of fear—for her and her clients.

"GlobalVetLink has taken out that fear of 'Am I actually going to be able to leave the country with my dog?' for our clients,"
Dr. Fish shared.

"If you're scared of international health certificates, using the GVL platform makes it so straightforward that it really does take a lot of the fear out of it."

