

Introduction to Telemedicine at Scottsdale Veterinary Hospital

In an effort to do our part for our community and protect clients, patients and staff, we have made some very specific protocols in order to safely provide service to your beloved pets. The Government has now labelled veterinary service as essential and the CVBC (College of Veterinarians of British Columbia) given us some unique abilities to practice veterinary medicine that were not available to us previously. With these new guidelines, we have the capability to use Telemedicine as a new but somewhat limited diagnostic tool using the telephone and/or video conferencing while COVID-19 restrictions are in place. This allows us to conference you through your phone/smart phone or computer and potentially see your pet in real time. In some cases, it avoids the need for an in-clinic consultation and where by avoiding unnecessary exposure to your family. The veterinarians at Scottsdale Veterinary Hospital rely heavily on their complete physical exam to give us insight into your pets' health status. We feel however, that in this time of self-distancing and isolation we can weigh the risks and benefits for each unique case.

However, there are some limitations to this process. As we are not able to perform a full physical exam there is the possibility of us missing something. We will not be able to auscult (listen) to hearts and lungs, feel abdomens, assess ear drums, fully assess mouths and take temperatures as needed for example. If you are interested in Telemedicine for your pet, you need to be aware that these are the limitations and take on the risks to your pet if there is a misdiagnosis. You also must be willing to follow all instructions and monitor your pet carefully so that you can recognise if it is not improving with the current plan and contact us for further recommendations.

In a Telemedicine consultation you can expect a very thorough medical and clinical history, potentially a visual inspection of your pet with the use of your smart phone with pictures, video or live streaming, potentially the collection of samples done by yourself, and a complete and thorough discussion of the medical plan. Once the veterinarian has completed this consultation you may be directed to record a video or take a picture and send it to the veterinarian's email for review. You may also need to pick up medications from us, perform some home care, or call the office to book an appointment in person so that we can finish our exam and/or perform diagnostics. These appointments are blocked off for you and your pet with a veterinarian as a regular appointment in the office is, therefore, it is necessary to be on time and prepared with a 30 minute window to allow for data collection. Please be aware that emergencies are still occurring in the hospital while you are at home and due to decreased staffing, at times we are unable to avoid some delays but will keep you updated if this occurs. Thank you in advance for your consideration.

The costs for the appointment will be as follows: Full Consultation \$55 and Recheck \$35 plus taxes. These fees are non-negotiable and are to be paid at the time of booking. All additional diagnostics and medications are not included in this fee.

In order to meet with the Veterinarian, please give our staff your current phone number and email address which you will have access to at the time of the appointment. Please also make sure you download and install the Zoom App on your device just in case teleconferencing is needed. If it is needed your veterinarian will let you know during your phone consult how to meet and send you an invitation via email. Once you have installed it, click on this link to join your conference at the meeting time given to you by our reception team.

By participating in our telemedicine consultation, you are accepting of our above conditions and expressing informed consent.

If you have any questions, please feel free to call our reception team at 604-590-2121