



## Your Veterinary Telemedicine Visit

Our telemedicine visits allow you to connect with our veterinarians through video calls from home. These convenient virtual appointments are suitable for many common pet health concerns, including behavior questions, triage, post-op follow-up, and more. This guide will help you prepare for a successful telemedicine visit with your pet.

### WHAT TO EXPECT:

- Appointments are with a licensed veterinarian and take 15–30 minutes.
- You will be asked basic questions to assess how your pet has been doing.
- You may be prescribed medication during your session, if needed.
- You may be scheduled for a follow up session, laboratory services, or an in-person visit may be requested to further assess your pet.

### BEST PRACTICES:

- Make sure your smartphone or device has internet access.
- Ensure your phone or device is charged.
- Have your pet with you in a quiet area away from distractions.
- Write down and bring any specific questions or concerns you have.
- Arrive early to your appointment time.
- Have relevant videos and pictures available to send before or during the appointment.

### COMMON REASONS FOR A TELEMEDICINE VISIT:

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| • General health and nutrition advice                     | • Mild coughs or sneezing                        |
| • Behavior questions and concerns                         | • Follow-up evaluations                          |
| • Mild digestive issues (soft stool, occasional vomiting) | • Sudden limping or mobility concerns            |
| • Minor skin irritations (hot spots, rashes, itching)     | • New puppy and kitten questions                 |
|   | • Cats urinating outside the litter box          |
|   | • Senior pet hospice & quality of life questions |