

QUICK START GUIDE FOR GENERAL TELEMEDICINE

June 2020

Conduct a telemedicine audit

Identify cases in which you currently offer telemedicine. (Most veterinarians provide excellent telemedicine services via the telephone, text messages or email).

- a. Medical rechecks, consults that are follow ups to prior in-hospital or telemedicine exams, including but not limited to:
 - i. Pyoderma
 - ii. Diarrhea
 - iii. Vomiting
- b. Prescription refills
- c. Daytime triage
- d. Medical monitoring to evaluate the ongoing treatment protocols surrounding a patient's current health condition, including but not limited to:
 - i. Diabetes
 - ii. Heart failure
 - iii. Thyroid disease
- e. Remote diagnosis, or the act of diagnosing a given symptom, issue or problem from a distance, including but not limited to:
 - i. Arthritis
 - ii. Fleas
 - iii. Seizure

Choose a technology

- a. Security
 - i. Data storage
 1. Cost of storage, length of storage, ownership of storage
 2. Redundancy/backup of storage
 - ii. Data ownership
- b. Workflow
 - i. Number of users supported



1. Is there role-based technology?
 2. Does the platform offer secure remote access for veterinary team and/or vendor providers?
 - ii. Can I offer synchronous and asynchronous telemedicine?
 - c. Collection of payment
 - i. How is payment collected from client
 - d. Integration with medical records
 - i. How is the telemedicine interaction integrated into my medical records?
 - a. Customer service
 - Who is available to answer my questions or where can I go to find answers to questions?
2. Test cases
 - a. Ask your staff/family/friends to send you cases to test your telemedicine software
3. Announce to clients that you offer telemedicine
 - a. Transitioning clients from free telemedicine to paid telemedicine is the most difficult challenge because veterinary clients are used to high quality pro bono telemedicine. We recommend continuing to offer courtesy telemedicine with technicians and assistants.
 - b. Make clients aware that telemedicine is part of the medical record and therefore needs to be on a secure platform.