

## QUICK START GUIDE FOR GENERAL TELEMEDICINE

October 2020

### Conducting a Telemedicine Audit | Considerations

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

- A. Rechecks and consultations that are follow ups to prior in-hospital exams/procedures or telemedicine exams, for example:
  - i. Medical Rechecks
    - a. Pyoderma
    - b. Diarrhea
    - c. Vomiting
  - ii. Surgical rechecks
    - a. Postoperative reevaluations
- B. Prescription refills
- C. 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 sign, issue or problem from a distance, examples of frequent categories include:
  - i. Dermatological conditions
  - ii. Gastrointestinal conditions
  - iii. Respiratory conditions
  - iv. Musculoskeletal conditions

### Choosing a Technology | Considerations

- A. Security
  - i. Data storage
    - a. Cost of storage, length of storage, ownership of storage



- b. Redundancy/backup of storage
      - ii. Data ownership
  - B. Workflow
    - i. Number of users supported
      - a. Is there role-based technology?
      - b. 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. Determine documentation and/or integration methods with medical records and practice schedule
    - i. Ease of use - clients and staff
  - E. Customer service
    - i. Who is available to answer my questions or where can I go to find answers to questions?
  - F. Pricing structure and cost to the practice
  - G. Test cases
    - i. Ask your staff/family/friends to send you cases to test your telemedicine software
  - H. Develop an ongoing customer awareness campaign to engage clients that you offer telemedicine
    - i. Informing clients of the transition to paid telemedicine requires educating your clients and a shift in mindset.
    - ii. Make clients aware that telemedicine is part of the medical record and therefore needs to be on a secure platform.
    - iii. Transparent pricing strategy, communicated and visible to customer.