

Information, Terms and conditions for telemedicine, a video/ telephone consultation with your veterinary surgeon.

- A telemedicine consultation is a way for us as veterinary surgeons and nurses to help patients and clients who are trying to avoid coming into the surgery for reasons such as being isolated due to the coronavirus outbreak.
- A telemedicine consultation will ideally involve a live video chat. Alternatively, a telephone consultation may be considered if video truly is not available.
- The platform we use is ZOOM. Please download the app ONTO YOUR PHONE. (it is free)
- The veterinary staff will take a history from you as usual in a veterinary consultation. Please raise the concerns you have about your pet currently.
- The veterinary staff will then perform as much of a clinical exam as possible. They will likely ask you to point the video towards certain areas of your pet. The veterinary staff may ask you to perform certain simple procedures, like showing the camera towards your pets' gums/teeth for example. If you do not feel comfortable touching your pet as your vet has asked, please tell the vet.
- It is possible that the video image is not clear enough for the vet to feel comfortable to accurately diagnose a problem. We reserve the right to refuse giving advice or prescribing medication if this occurs and therefore ask you to organise a face-to-face consultation between your pet and the veterinary staff.
- If a further face-to-face consultation is advised, either due to a lack of video image, or due to the vet deeming that your pet needs hospital treatment, the cost of the telemedicine consultation will be deducted from the cost of a face-to-face consultation.
- The cost of a telemedicine consultation will be as per our usual consultation fees.
- This cost is payable after the consultation. If medications are dispensed and to be picked up, the medications and consult payment can be made at that point of pick-up. Alternatively, payment can be made over the phone by calling our reception team on 01179571110, option 3.
- These telemedicine consultations enable veterinary staff to continue with RCVS Code of Professional Conduct for Veterinary Surgeons under which we are legally able to practice. These guidelines include animal health and welfare, our ability to prescribe medications and ensure clinical governance. These can be found at rcvs.org.uk
- The information may be used for diagnosis, therapy, follow-up and may include use of the following: patient medical records, medical images, medical test results, live two-way video and audio.
- Electronic systems used will protect confidentiality of patient identification.
- Potential risks of telemedicine: unable to avoid face-to-face consultations; delays in medical diagnosis and treatment; failure of accurate diagnosis or treatment; security protocols failing, resulting in breach of private medical information.