

## What is the difference between Telehealth and Telemedicine?

- **Telehealth** appointments are for families where we have not already established a veterinary-client-patient-relationship (VCPR) or where that relationship has expired due to inactivity. *An active VCPR is required by law in order to provide diagnosis and treatment (such as prescribing medications).*
- **Telemedicine** appointments are for patients where there is an active VCPR but the care and consultation needed can be provided virtually. *Especially due to considerations with coronavirus/COVID-19, we are exploring increased use of Telemedicine for active patients in order to protect everyone's safety.*

## What does a Telehealth Consultation involve?

- Telehealth is a virtual consultation where you can speak with Dr. Cook about your pet. We conduct Telehealth consultations by video conference (preferred if possible) or over the phone.
- In Telehealth consultations, Dr. Cook is only able to provide general advice, and so not able to make a diagnosis, recommend adjustments in current medications, or prescribe new medications.
  - Based on your pet's known health conditions & diagnoses, Dr. Cook can describe general care considerations and symptoms that might indicate progression/worsening of your pet's condition.
  - Dr. Cook can discuss potential next steps, such as a visit to your primary care veterinarian or an in-home appointment with Chicago Veterinary Geriatrics to initiate care or Longevity Support or Palliative/Hospice Care based on your pet's needs. *We can also make arrangements for in-home euthanasia if it is the best way to help.*
  - Dr. Cook will also email a brief summary with information and resources to you and your veterinarian.
- *Common reasons you may decide to schedule a Telehealth consultation include:*
  - Quality of Life (QOL) Evaluation Consultation:
    - We will discuss your pet's current health concerns and whether current therapies are providing a good QOL, and if not, what next steps are available for your pet's care.
  - New Patient Pre-Consultation (for Longevity Support or Palliative/Hospice Care):
    - You can meet Dr. Cook (virtually) before setting up an appointment for in-home Longevity Support, Palliative, or Hospice Care to discuss whether this type of care is a good fit for you and your pet.
  - End of Life Care Pre-Consultation (for In-Home Euthanasia):
    - You can meet Dr. Cook (virtually) before setting up an appointment for End of Life Care, such as in-home euthanasia to discuss any concerns, special considerations, and questions that are important to you.

## What is the cost of a Telehealth Consultation?

- Quality of Life (QOL) Evaluation Consultation: 45-60 minutes, \$185
  - New Patient Pre-Consultation: 20-30 minutes, \$95
  - End of Life Care Pre-Consultation: 20-30 minutes, \$95
- ❖ *If you would like to have a longer consultation, any of these can be extended at time of scheduling, or schedule permitting during consultation (additional \$45 per 15 minutes).*