



TELEHEALTH SERVICE PROVIDER CONSIDERATIONS

Use this checklist to evaluate and compare possible service providers for your practice's telehealth and telemedicine offerings. Depending on the services you want to offer, some of these considerations might not apply to your situation. However, all telemedicine services must be offered within an established Veterinarian-Patient-Client Relationship.

Name of Service Provider:

Service requires an established Veterinarian-Client-Patient Relationship. OR Service is limited to general advice that does not require a VCPR. *(Review the rules at avma.org/telemedicine.)*

TECHNOLOGY CONSIDERATIONS

- | | |
|---------------------------------|---------------------------|
| Offers secure videoconferencing | Offers archiving of video |
| Offers secure email | Offers archiving of email |
| Offers secure texting | Offers archiving of texts |
| Offers secure chat | Offers archiving of chat |
| Offers archiving of images | |

Uses existing telecommunication tools in the veterinary practice (computer, tablet, phone)
(Detail specifications for all clinic equipment needed to use the tool, to determine whether any existing equipment will need an upgrade.)

Requires special equipment *(Document required equipment specifications in detail.)*

Details of consultation are captured in a secured database
Details of consultation are captured and shared as part of medical record
(Identify which practice management systems are/are not compatible.)

CLIENT EXPERIENCE

User interface is easy to use
Compatible with common smartphone and Internet applications *(e.g., iPhone/iPad, Android, Skype / Note details of all compatible devices)*



BUSINESS CONSIDERATIONS

Veterinary practice is compensated for consult *(Note in detail how this works.)*

Offers consultations at a fixed fee *(Note in detail how this works.)*

Offers consultations at a variable fee *(Note in detail how the fee structure is set.)*

Allows you to set your own fees

Provides pet insurance claims submission functionality

Provides training on how to use its tools

Provides marketing support to promote telehealth service to clients

If veterinarians are utilized by the service provider

What credentials do the veterinarians have?

How are the veterinarians recruited?

How are the veterinarians trained?
