



King Veterinary Services  
**TELEHEALTH  
CASE STUDY**



**Teletriage in Livestock Practice: A Photo is Worth a Thousand Miles**

“Practicing teletriage allows me to assess cases, give clients a first response, and plan and prioritize my farm visits. It’s better service for my clients and better time management for my practice.”

– *Dr. Henderson King, owner, King Veterinary Services*

**BUSINESS CHALLENGE**

With clients scattered across a large geographical area, a mobile livestock practitioner sought a better way to assess and prioritize cases, and reduce diagnostic and treatment delays caused by long drive times between locations.

**SOLUTION**

Farm calls are triaged by supplementing the verbal information provided by the owner with photos and sometimes videos of the animal. All digital material is received on a mobile phone and stored in the cloud, where it can be accessed rapidly for evaluation and for easy insertion in electronic health records.

**RESULTS**

Improved care, stronger client relationships, and better time management.

Clients appreciate the initial assessment and first response from the veterinarian, who is also better prepared to fully diagnose and manage the case when arriving on site. The initial remote assessment enables the veterinarian to provide interim care instructions and gives him a better idea of what might be needed on the truck to effectively manage the case when he arrives.



## BACKGROUND

“Wounds and obstetric cases are common in bovine medicine. When faced with those cases, a client will often call with what they believe is an emergency. My role is to assess the reality of that emergency,” says Dr. Henderson King, owner and sole practitioner for King Veterinary Services in Texas.

“Sometimes clients misinterpret what they are seeing,” he adds. “For instance, I have seen a normal placenta expulsion mistaken for a uterine prolapse. A photo can help provide additional information about what is really happening.”

Whether clients are new to raising livestock or are experienced ranchers, the eye of the veterinary practitioner is critical to correctly assess and qualify a case, and implement the proper response.

As a single doctor in a 100% mobile practice, Dr King looked at ways to assess and triage cases remotely, recognize emergencies, and consider management options prior to driving miles to the client’s location.

## IMPLEMENTATION

King Veterinary Services has relied on simple technological solutions from the start, mostly through basic mobile phone functionality and cloud-based storage.

For each case, the animal owner and/or caretaker sends relevant information that will help the veterinarian make a preliminary assessment: history, clinical signs, photographs, and videos. Based on this information, Dr. King is able to prioritize his cases, deciding whether he is needed immediately at the client’s location or should work it into his regular schedule. He also can suggest reasonable next steps the client should take to care for the animal prior to his arrival.

Dr. King uses his mobile phone to review photos and videos, take notes, and communicate by voice or text with his clients on a regular basis. All of these digital materials are stored automatically in a cloud-based storage drive, where he can easily access them on the go and download them later for inclusion in the electronic health record.

## THE IMPACT

“The ability to teletriage is very important for my practice,” says Dr. King. “I no longer take my truck and drive up to an hour for a case that may or may not be an emergency.”

The digital storage system provides a safe and efficient way for his mobile practice to keep up with paperwork and maintain patient and client records while staying compliant with current regulations.

“Being able to make a rapid assessment, and sometimes reassure my clients about their animal, is something that they really appreciate,” Dr. King adds. “They used to have to wait until the veterinarian arrived on site, sometimes for an hour or two. Now we work together from the start to provide the best care possible.”

## For more information:

King Veterinary Services [kingvetservices.com](http://kingvetservices.com)