

## ❖ What is TeleHealth?

- TeleHealth is a way for you to speak with Dr. Cook about what is important to you for your pet's care. The topics that will be most important to discuss will depend on the type of TeleHealth Consultation.
- We conduct TeleHealth consultations by video conference using Zoom (preferred) or over the phone.
- TeleHealth is an option when we have not already established a veterinary-client-patient-relationship (VCPR) through an in-person appointment, or where that relationship has expired.
- There are legal regulations surrounding TeleHealth that we are required to follow. Most importantly, Dr. Cook is not able to formally diagnose a new illness or dispense/prescribe any prescription medications.

## ❖ What can a TeleHealth Consultation involve and include?

- A detailed review of your pet's New Patient Questionnaire, which we provide for you to complete beforehand. This questionnaire will help Dr. Cook understand your pet's current health status, healthcare, your relationship with your pet, and how to best help with your pet's care.
- Provision of additional information about your pet's current diagnoses, health conditions, symptoms, and prognosis to help with future planning.
- Discussion of quality of life considerations, symptoms that might indicate progression/worsening of your pet's condition, and how to monitor your pet's quality of life at home.
- *We will email a summary of the consultation with information and resources to you and your veterinarian.*

## ❖ What is not available/included in a TeleHealth Consultation?

- We cannot review your pet's previous medical records, make a new formal diagnosis, or dispense/prescribe prescription medications.
- *Depending on the type of TeleHealth Consultation, we may be able to make recommendations for prescription medications that you can discuss with your primary care veterinarian.*

## ❖ Potential next steps after a TeleHealth Consultation may include:

- Considering recommended treatments that can be dispensed/prescribed without an in-person appointment, such as supplements, Chinese Herbs, and other non-prescription therapies.
- Continuing care with Dr. Cook by TeleHealth only (follow-up appointments are required at least once yearly in order to continue dispensing supplements).
- Initiating in-home care with Dr. Cook for Longevity Support, Palliative/Hospice Care, or End of Life Care
- Following up with your primary care veterinarian for additional therapies/services.

## ❖ **What are my options and what is the cost of a TeleHealth Consultation?**

### • **Care Navigation TeleHealth Consultations (20 minutes): 165.00**

- *Care Navigation Consultations do not include discussion/dispensation of new medications/supplements.*
- Longevity Support & Palliative/Hospice Care: a brief discussion with Dr. Cook about how services for in-home care with Chicago Veterinary Geriatrics could potentially help your pet's health and well-being. *If you decide to pursue in-person care, a New Patient TeleHealth Consultation will still be required.*
- End of Life Care & In-Home Euthanasia: a brief discussion with Dr. Cook about your questions and concerns so that we can make a plan to ensure that you and your pet are as comfortable as possible.

### • **New Patient TeleHealth Consultations (45 minutes): 235.00**

- *One of the following for all new patients prior to an in-person/in-home Initial Consultation.*
- *All of these include discussion of current therapies and recommendations for potential new therapies. Non-prescription therapies can be dispensed, but prescription therapies can only be discussed.*
- Longevity Support & Palliative/Hospice Care Consultation:
  - An in-depth discussion with Dr. Cook to discuss your pet's current diagnoses/health conditions and care considerations to help develop a preliminary care plan.
- Quality of Life (QOL) Evaluation Consultation:
  - An in-depth discussion with Dr. Cook to discuss your concerns for your pet's health, well-being, and quality of life. This type of consultation is recommended in cases where there is concern that it may be time to plan end of life care, such as in-home euthanasia.
- TCVM & Integrative Care Consultation:
  - An in-depth discussion with Dr. Cook to discuss options for Integrative Therapies, such as TCVM (Traditional Chinese Veterinary Medicine).

### • **Follow-Up TeleHealth Consultations**

- Brief Consultation (must be within 1 year of last consultation; 20 Minutes): 165.00
- Ongoing Care Consultation (must be within 1 year of last consultation; 45 minutes): 205.00

❖ *Urgent/Emergency consultations may be available if needed (additional charges apply). If you would like to more time, TeleHealth Consultations can be extended if time/schedule permits (additional \$55/15 minutes).*