

❖ What is TeleHealth?

- 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 due to inactivity). *An in-person appointment is required in order to establish a VCPR in the State of Illinois.*
- We conduct TeleHealth consultations by video conference using Zoom (preferred) or over the phone, and they are usually on weekdays, Monday-Thursday, based on scheduling availability.

❖ What does a TeleHealth Consultation involve and include?

- In these virtual consultations, you can speak with Dr. Cook about general care considerations, your pet's current diagnoses/health conditions, symptoms, as well as what options we can offer for your pet's care.
- We can also discuss 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 cannot review your pet's medical records, make a new diagnosis, or prescribe prescription medications.
- Potential next steps after a TeleHealth Consultation may include:
 - Considering treatments that can be recommended or dispensed without an in-person appointment, such as supplements, Chinese Herbs, and other non-prescription therapies
 - Initiating in-home care with Dr. Cook for Longevity Support, Palliative/Hospice Care, or End of Life Care
 - Continuing care with Dr. Cook by TeleHealth only
 - Following up with your primary care veterinarian for additional therapies/services
- *We will email a summary of the consultation with information and resources to you and your veterinarian.*

❖ What are my options and what is the cost of TeleHealth Consultations?

- Care Navigation Consultations (20-30 minutes): 115.00
 - *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
 - *End of Life Care & In-Home Euthanasia:* a brief discussion with Dr. Cook about your questions and concerns to make sure that you and your pet are as prepared and comfortable as possible
- New Patient TeleHealth Consultations (45-60 minutes): 195.00
 - ***Required for all new patients prior to an in-person/in-home Initial Consultation***
 - This is 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 Consultations (45-60 Minutes): 195.00
 - This is an in-depth discussion with Dr. Cook to discuss your concerns for your pet's health conditions and quality of life and what options may be available to help with their care.
- ❖ ***If we need more time and you would like to have a longer consultation, any of these TeleHealth Consultations can be extended when scheduling or during the consultation, time permitting (additional \$45 per 15 minutes).***

❖ COVID-19 (SARS-COV-2) Policy & Information (Updated 3/1/2022)

- Our goal is to continue to provide the most compassionate and gentle in-home care during this pandemic.
- We have updated our policy based on AVMA & CDC guidance in 4/2020, 11/2020, 5/2021, 12/2021, and 3/2022.
- **Failure to comply with any part of this COVID-19 Policy may result in immediate termination of services.**

❖ COVID-19 MASKS & PPE DURING APPOINTMENTS:

1. All humans in attendance are required to wear a mask (aka face covering) **at all times** during appointments.
 - We can provide disposable surgical masks if needed (1.00 each).
 - You may not lower your mask, even for a moment, while with CVG staff.
2. Dr. Cook and staff will continue wearing N95 masks **at all times** during appointments.
 - If you would like Dr. Cook and staff to wear additional PPE (e.g., goggles, gowns, gloves, and shoe coverings), there will be a COVID-19 PPE & Biohazard Fee of 24.95 until further notice.

❖ WHAT ARE WE DOING TO PROTECT YOU AND OUR STAFF?

1. Vaccination: Dr. Cook received Pfizer COVID-19 vaccinations on 3/26/21, 4/16/21, and on 9/3/21 (and Flu Vaccine on 9/3/21). All CVG staff who attend appointments are also vaccinated with a booster shot.
2. Monitoring: Dr. Cook and CVG staff keep a daily body temperature and symptom log.
3. Testing: Dr. Cook and CVG staff are tested for COVID-19 at least once weekly and more often if indicated.
4. PPE (Personal Protective Equipment) & Hygiene:
 - Ongoing frequent hand washing/hand sanitization and disinfection of all materials/supply bags between appointments.
 - Dr. Cook and CVG staff will wear an N95 mask at each appointment (and additional PPE if indicated).
5. Social Distancing: While difficult for in-home appointments, we can consider outdoor or Zoom when appropriate.

❖ PRECAUTIONARY QUESTIONS BEFORE EVERY APPOINTMENT:

1. **Has everyone in the household...** been vaccinated for COVID-19—including a booster shot if indicated?
 2. **Has anyone in the household...** tested positive for COVID-19 within the last 14 days?
 3. **Has anyone in the household...** been experiencing any illness or COVID-19 symptoms including but not limited to fever, body aches, cough, fatigue, chills, headache, sore throat, loss of appetite/digestive issues, and/or loss of sense of smell/taste?
 4. **Has anyone in the household...** had any contact with a person who tested positive for COVID-19 (or who is experiencing COVID-like symptoms) within the last 14 days?
- **If anyone in your household answers “YES” to any of these questions, please notify us immediately.**
 - We will notify you immediately if Dr. Cook or CVG staff would answer yes to these questions.
 - **You will be required to confirm your answers to these questions over email before each appointment.**

Thank you for helping us continue to provide in-home care by keeping everyone safe.