

What is the difference between TeleHEALTH and TeleMEDICINE Consultations?

- **TeleHEALTH** Consultations are 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.
 - Without an active VCPR, it is illegal in Illinois to make a diagnosis and prescribe prescription medications.
- **TeleMEDICINE** Consultations are for patients where there is an active VCPR but the care and consultation needed can be provided virtually. *These are only for current/active patients who have had an in-person appointment.*

What does a TeleHEALTH Consultation involve and include?

- We conduct TeleHEALTH consultations by video conference using Zoom (preferred) or over the phone, and they are usually scheduled ~10am on weekdays, Tuesday-Friday, based on scheduling availability.
- This is a virtual consultation where you can speak with Dr. Cook about your pet's current health conditions, symptoms, and quality of life concerns as well as what options we can offer for your pet's care.
 - We can discuss general care considerations, provide additional information about disease processes, and discuss symptoms that might indicate progression/worsening of your pet's condition.
 - We can discuss quality of life considerations, and how to monitor your pet's quality of life at home.
 - We can make recommendations regarding non-prescription therapies, such as supplements, Chinese Herbs, and general care recommendations.
 - We can discuss potential next steps based on your preferences which may include:
 - Initiating non-prescription therapies that can be dispensed without an in-person appointment
 - 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
- *Dr. Cook will email a brief summary with information and resources to you and your veterinarian.*

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

- Quality of Life (QOL) Evaluation Consultation: **195.00**
 - A more in-depth discussion with Dr. Cook (45-60 minutes) to discuss your concerns for your pet's care as well as the option to discuss and dispense non-prescription therapies (including herbs and supplements).
 - New Patient (HPC) Pre-Consultation (for Palliative/Hospice Care): **115.00**
 - A brief discussion to meet Dr. Cook (20-30 minutes) to talk about whether in-home Longevity Support or Palliative/Hospice Care is a good fit for your pet. *There is no option to discuss or dispense new therapies.*
 - End of Life Care (EOL) Pre-Consultation (for In-Home Euthanasia): **115.00**
 - A brief discussion to meet Dr. Cook (20-30 minutes) before setting up an appointment for End of Life Care and to discuss your questions and concerns. *There is no option to discuss or dispense new therapies.*
- ❖ *If you would like to have a longer consultation, any of these TeleHEALTH Consultations can be extended at time of scheduling or during the consultation, schedule permitting (additional \$45 per 15 minutes).*