

❖ 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 does a TeleHealth Consultation involve and include?

- All TeleHealth Consultations 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.
- 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 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 every 3 months 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 Consultations (20-30 minutes): 155.00
 - *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
 - 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 (45-60 minutes): 225.00
 - ***Required for all new patients prior to an in-person/in-home Initial Consultation***
 - *New Patient Consultations include discussion of current therapies and recommendations for potential new therapies that can be dispensed by Chicago Veterinary Geriatrics if non-prescription or that you can discuss with your primary care veterinarian if only available by prescription.*
 - 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): 225.00
 - *QOL Consultations can include discussion of current therapies and recommendations for potential new therapies if desired, but in most cases, this is not the focus of this type of Consultation.*
 - This is 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 (Traditional Chinese Veterinary Medicine)/Integrative Care Consultations (45-60 Minutes): 225.00
 - *TCVM Consultations include discussion of current therapies and recommendations for potential new non-prescription therapies that can be dispensed by Chicago Veterinary Geriatrics, such as Chinese Herbs.*
 - This is an in-depth discussion with Dr. Cook to discuss options for Chinese Medicine and Integrative Therapies. *These consultations are also available for patients living outside of Illinois.*

❖ ***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 \$55 per 15 minutes).***