

## ❖ What is a TeleHealth Consultation?

- TeleHealth is a way for you to meet Dr. Cook to discuss your pet's healthcare considerations and is required for all new patients prior to beginning in-person (in-home) care. The topics that will be most important to discuss will depend on the type of TeleHealth Consultation and what is most important for your pet.
- We conduct TeleHealth consultations by [Microsoft Teams](#) video conference (preferred) or over the phone.
  - [Microsoft Teams](#) does not require a paid subscription. You can join the meeting with your web browser or with their free app: <https://www.microsoft.com/en-us/microsoft-teams/download-app>
- If we have not already established a veterinary-client-patient-relationship (VCPR) through an in-person appointment (or where that relationship has expired), there are important legal regulations surrounding all types of TeleHealth consultations that we must follow.
  - General guidelines from the American Veterinary Medical Association: [AVMA TeleHealth Guidelines](#).
  - Illinois regulations: [Illinois Veterinary Medicine and Surgery Practice Act](#)
  - State regulations may vary, please review for your state: [State Veterinary Medical Board Website](#)

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

- We will review of your pet's New Patient Questionnaire in detail, which we provide for you to complete beforehand. *The questionnaire will help Dr. Cook understand your pet's current health status, healthcare history, your relationship with your pet, and how to best help with your pet's care moving forward.*
- We can provide additional general information and resources about your pet's current diagnoses, health conditions, symptoms, and prognosis to help with future planning.
- We can also discuss 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.
- We cannot make a new diagnosis, provide a patient-specific prognosis, or prescribe prescription medications.

## ❖ Next steps after a TeleHealth Consultation may include:

- Review and consider implementing options raised though our discussion and resources provided.
- Follow up with your primary care/specialty care veterinarian(s) for additional therapies/services.
- Initiate in-home carewith Dr. Cook for additional therapies/services.

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

- **Care Navigation Consultations (20 minutes): 165.00**

- Longevity Support & Palliative/Hospice Care: a brief discussion with Dr. Cook about how services for in-home care with Chicago Veterinary Geriatrics could potentially benefit your pet's health and well-being.
  - *If you decide to pursue in-person care, a New Patient Consultation will still be required (see below).*
- 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 Consultations (45 minutes): 265.00**

➤ ***One of the following is required for all new patients prior to an in-person/in-home Initial Consultation.***

- Longevity Support & Palliative/Hospice Care Consultation:
  - A conversation with Dr. Cook to discuss your concerns for your pet's health, well-being, and goals for the future. This will help you decide if in-home care with Chicago Veterinary Geriatrics is an avenue you would like to pursue and, if so, to develop a plan to implement this care.
- Quality of Life (QOL) Evaluation Consultation:
  - A conversation 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 you are concerned that it may be time to plan end of life care, such as in-home euthanasia.
- TCVM & Integrative Care Consultation:
  - A conversation with Dr. Cook to discuss potential options for Integrative Therapies, such as TCVM (Traditional Chinese Veterinary Medicine). *This is also available for patients outside of Illinois.*

- **Follow-Up TeleHealth Consultations:**

- Brief Consultation (must be 1 year or less since last consultation; 20 Minutes): 165.00
- Follow-Up Consultation (must be 1 year or less since last consultation; 45 Minutes): 225.00

❖ ***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).***