

# FAQ's: RxWorks™ telemedicine

<b>What is telemedicine?</b>	Telemedicine is the use of electronic communication and information technologies to provide clinical healthcare remotely. Examples include video-link, text, instant messaging or telephone, or by any other remote means.
<b>What is the difference between a virtual visit and telemedicine?</b>	<p><b>Telemedicine</b> involves use of a tool to exchange medical information electronically from one site to another to improve a patient's clinical health status and may only be conducted within an existing veterinarian-client-patient relationship, with the exception for advice given in an emergency care situation until a patient can be seen by or transported to a veterinarian.</p> <p><b>Virtual visits</b> involve the use of audio and/or video technology so people (provider/pet owner, provider/specialist, etc) can conduct a remote, real-time interaction. Virtual visits can be used for all telehealth services as a way of communicating.</p>
<b>What are the benefits of the RxWorks telemedicine feature?</b>	<p>There are a number of benefits of RxWorks telemedicine, these include:</p> <ul style="list-style-type: none"> <li>• Maintaining communication with clients whilst adhering to social distance requirement during COVID-19</li> <li>• Allowing improved accessibility to veterinary care</li> <li>• Enabling triaging of cases</li> <li>• Facilitating easy access to specialist advice</li> <li>• Maintaining patient care</li> <li>• Maintaining your ability to show the value of your clinic's services</li> <li>• Maintaining or improving client satisfaction and bonding with your clinic especially for tech savvy clients</li> </ul>
<b>Where can I conduct these appointments?</b>	<p>Our RxWorks Telemedicine Virtual Visits offer you the flexibility to conduct consults in clinic, at home or on the go, on mobile, tablet or your PC.</p> <p>For the best experience for you, the client and the patient it is important to ensure you are set up in a stable and professional environment with a reliable internet connection.</p>
<b>What tools/equipment do I need to conduct a virtual visit?</b>	<p><b>A successful virtual visit appointment requires the following:</b></p> <ul style="list-style-type: none"> <li>• Access to your practice management system</li> </ul>

	<ul style="list-style-type: none"> <li>A device capable of video – this may include a mobile phone, tablet device or laptop/PC with webcam</li> </ul> <p><b>Recommendation:</b> Where possible, use a device size and type that best suits your needs and preferences to ensure a large enough screen size for accurate visualization of the patient.</p>
<p><b>What if I am interested in RxWorks telemedicine but I currently use a different telemedicine app?</b></p>	<p>The preference is ultimately up to you. You are welcome to use the telemedicine service that best meets your practice needs. It may make sense to use a combination of both. Keeping in mind that RxWorks Telemedicine is integrated for a more efficient workflow.</p> <p><b>Some key benefits include:</b></p> <ul style="list-style-type: none"> <li>The patient, client and appointment information is linked with the telemedicine URL</li> <li>When using the RxWorks web apps, an easy to use, 'Start' button enables the veterinarian to seamlessly access the telemedicine feature.</li> <li>Automatic billing (if enabled) ensures charges are not missed and valuable time is saved.</li> </ul> <p>If you have opted for the additional virtual visit functionality and you record your virtual visit, a link to the recording will be automatically added to the appointment.</p>
<p><b>How do my clients access the virtual visit?</b></p>	<p>First your client makes a telemedicine virtual appointment at your clinic. Confirmation is then sent via email or text including a specific URL for them to join at the appointment time.</p> <p>Like you, the client can choose to join the telemedicine consult using their mobile, tablet, laptop or desktop PC.</p> <p><b>Recommendation:</b> you and your team are best able to support clients and feel comfortable providing telehealth consults, we recommend you conduct some test virtual visits first internally.</p>
<p><b>How are patients scheduled in for telemedicine virtual visits?</b></p>	<p>Simply continue to arrange consultations as you would if it were for an in-practice consult.</p> <p><b>Recommendation:</b> To make it easy for your clinic team to know which appointments are virtual visits, create a 'virtual visit' appointment type in your practice management system. A different name and colour code in RxWorks will allow these appointments to be easily recognisable.</p>

	<p><b>Top Tip:</b> To help your team transition to using telemedicine appointments you may want to allow a short time buffer between appointments to ensure there is time to get settled and handle any unexpected issues that may delay your appointment start times.</p>
<p><b>What practice staff will I need to facilitate these telemedicine virtual visits?</b></p>	<p>Whilst the veterinarian will perform the virtual consultation, other team members may be involved in scheduling the appointment, sending an appointment reminder and taking payment.</p> <p><b>Recommendation:</b> To ensure a smooth transition and the optimal experience for the veterinary health care team, clients and patients it is recommended to:</p> <ul style="list-style-type: none"> <li>• Have team members involved in training</li> <li>• Ensure your team are upskilled with the knowledge of the new process so they can reliably inform clients of what to expect.</li> <li>• Include required team members for virtual visits</li> </ul> <p>To maintain consistency for client's, ensure any team member that would usually speak to the client regarding their pet's care is available to be present for all or part of the virtual visit.</p>
<p><b>How is payment made?</b></p>	<p>This will vary depending on your Practice Management System, location and the integration available.</p> <p>For more information on what is available to you please contact your Covetrus account manager.</p>
<p><b>Will my clients and patients still need to have an in-practice consultation?</b></p>	<p>Telemedicine can offer the ability to triage, monitor and provide continued treatment for a number of your patients. Depending on the relevant legislation and the reason for seeing the patient, you may need to facilitate an appointment in practice at the veterinarian's discretion.</p>
<p><b>Should I be using my RDP session to access RxWorks virtual visits?</b></p>	<p>If you access RxWorks through an RDP session, it is important to remember that most, if not all sessions do not allow audio and video. Therefore, to join your virtual visit remember to start the virtual visit outside of your RDP session by launching through the RxWorks web apps or through copying and pasting the link from the appointment notes.</p>
<p><b>A note on the use of telemedicine</b></p>	<p>Telemedicine is regulated by the veterinary boards in each state, province, and other jurisdictions. Consult your local veterinary board prior to undertaking telemedicine. Your use of telemedicine is subject to those rules. Do not use telemedicine if it is not allowed in the jurisdiction where your practice is located.</p>

<p><b>Who do I contact for telemedicine support?</b></p>	<p>All RxWorks support options are available at  <a href="https://softwareservices.covetrus.com/emea/customer-support/"><u>https://softwareservices.covetrus.com/emea/customer-support/</u></a>  <a href="https://softwareservices.covetrus.com/apac/support/rxworks-support/"><u>https://softwareservices.covetrus.com/apac/support/rxworks-support/</u></a></p> <p>Since RxWorks telemedicine feature uses GoToMeeting video conferencing capabilities, we suggest referencing GoToMeeting documentation: <a href="https://support.goto.com/meeting/new-gotomeeting-guide"><u>https://support.goto.com/meeting/new-gotomeeting-guide</u></a></p>
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