Virtual Visit FAQs

What is the difference between telemedicine and a virtual visit?	Telemedicine is a subcategory or telehealth that uses electronic communication and information technologies to provide clinical healthcare remotely. This extends to the provision of veterinary services by video-link, text, instant messaging or telephone, or by any other remote means. Virtual visits 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.
How can the VisionVPM virtual visit feature help my practice?	As we all continue to adjust to new ways of working, continuity of care remains important for your staff, clients and their pets. Remote video/audio examination of animals will give your practice the ability to stay connected with pet owners during these challenging times of social distancing. It can also provide a measure of personal touch when doing kerbside workflows by allowing the pet owner to be involved in a video call while their pet is in the building.
Is it legal to do video virtual consults?	Telemedicine is regulated by the veterinary boards in each country, state, province, and other jurisdictions. Your use of telemedicine is subject to those rules. Consult your local veterinary board prior to undertaking telemedicine. Do not use telemedicine if it is not allowed in the jurisdiction where your practice is located. Veterinary board criteria to use video consults may include some of the following: • An established veterinarian–client–patient relationship except when acting only in a tele-triage (emergency) capacity • The integrity and confidentiality of the veterinarian–client–patient relationship is maintained. • The telemedicine consultation is practised according to the legal requirements set by the regulatory authority where the attending veterinarian is registered, and the animal(s) is located. • A complete and accurate medical record in line with Veterinary Surgeons Board requirements produced and retained. • Written consent from pet parent for remote consult, • Only used during Covid-19 • Veterinarian to use their judgement if telemed consult is a suitable solution on a case by case basis • Triage, such as veterinary telemedicine must be used before seeing clients or animals face to face. • Certain requirements to authorise RVMs during COVID-19 alert levels 3 and 4. Any recordings of the teleconference must have consent by the parties involved.

Where can I conduct a virtual visit appointment?	A virtual visit offers you the flexibility to conduct consults in clinic, at home or on the go, on mobile, tablet or your PC. 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 to carry out your video consult.
What equipment do I need to conduct a virtual visit?	Ensuring you have the right equipment is key to a successful virtual visit. In an ideal virtual visit the workflow and tools you use will remain as consistent as possible with an in-practice consult, such as your practice management system. We recommend you use equipment that is familiar and accessible to you to conduct your virtual visit. If you wish to use a PC – you will require a camera/webcam to facilitate the virtual face to face or a tablet or mobile device can be used. It is important to consider the screen size and appointment type as a consult on a mobile phone could present challenges in assessing your patient.
How are patients scheduled in for a virtual visit?	Book an appointment as usual and tick the virtual visit box.
What practice staff will need to facilitate these video calls and consultations?	We suggest a staff member who is comfortable with this type of communication facilitates the virtual visits to help ensure a smooth call. The veterinarian, nurse and team members as required to be present for the visit should be there taking into consideration any social distancing requirements.
How do my clients access the virtual visit appointment?	When the appointment is saved the client will receive a txt and/or email that contains the details of their virtual visit including a link for them to click on and join the call. Your client can join this on their mobile, tablet or PC according to their preference and device.
How do I take payment?	Payment can be taken over the phone straight to your eftpos machine, by online banking or by linking with an external online payment provider for example Tyro and Eftco.
Will my clients and patients still need to have an in-practice consultation?	A virtual visit can help triage, monitor and treat some of your patients enabling you to continue to support your clients and the care of your patients remotely without introducing additional risk to the health of your practice team. An in-practice consultation may be needed for some patients on a case by case basis.
When will VisionVPM telemedicine be available? And how can my practice get it?	Telemedicine functionality is available from 5th May 2020. To access VisionVPM telemedicine functionality, you will need to update your VisionVPM software to version 2020.14. The Rapport telemedicine is available through your Rapport admin platform.

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What is the cost of the telemedicine feature in VisionVPM?	With the COVID-19 pandemic Covetrus escalated the availability of telemedicine through VisionVPM to help our veterinary partners provide continuity of care tools and protect your staff and clients. This new telemedicine functionality will be available initially at no additional charge with the release update available for all customers who are on support. At some point this feature will have a monthly subscription fee.
What if I am interested in this feature but I currently use a different telemedicine app?	You are welcome to use the telemedicine service that best meets your practice needs. It may make sense to use a combination of both. Keep in mind that VisionVPM telemedicine is integrated for a more efficient workflow.
What if I have Rapport? Which telemedicine feature should I use?	The preference is ultimately up to you. For further assistance the Covetrus sales team can assist you. They can be contacted on (NZ) 0800 847 876 or (AU) 1800 150 264 > press 2 for Sales or sales.apac@covetrus.com to discuss options that best support your clinic.
What app/browsers are supported for video conferencing?	The VisionVPM video conference uses Zoom and the Zoom app. The browsers supported are: • Windows: IE 11+, Edge 12+, Firefox 27+, Chrome 30+ • Mac: Safari 7+, Firefox 27+, Chrome 30+ • Linux: Firefox 27+, Chrome 30+ Rapport video conferences will work best on one of the following browsers: • Windows/Mac: Mozilla Firefox 60+, Google Chrome 78+, Microsoft Edge 79+, Chromium based • iPhone: Latest iOS version on Safari browser • Android: Last Android on Chrome. • A warning will appear on your device or your client's device if the browser is unsupported.
Do I need to buy a camera for my computer? How do I know which one?	There are no specific requirements for hardware, if the camera is compatible with your computer.
Who do I contact for telemedicine support?	Please direct all support questions to support.visionvpm@covetrus.com or if you prefer phone support call (NZ) 0800 847 876 or (AU) 1800 150 264.
Further information	Since the VisionVPM telemedicine feature uses Zoom video conferencing capabilities, we suggest referencing Zoom documentation: https://support.zoom.us/hc/en-us and https://zoom.us/docs/doc/Zoom-hipaa.pdf

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Contacting the VisionVPM Service Desk

If you require help throughout the steps described in this document, please contact the VisionVPM Service Desk.

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