

What is a telehealth champion?

A true agent of change with the vision and passion to lead their veterinary team toward a successful program that supports Connected Care.

What can a telehealth champion do for your practice?

Enthusiastically train your team and your clients on how to implement telehealth, once the technology, processes, and workflow are in place. Your champion will also **educate your clients on what to expect and help market these services** to the community.

Identify short- and long-term telehealth goals, brainstorm solutions to any anticipated challenges, and discover ways to **measure your success**.

Seek input from your team and clients to identify opportunities to improve patient care, better communicate with clients, and utilize the skill sets of staff more fully and efficiently.

Explore telehealth offerings and vendors looking for capabilities and functions to deliver your desired services. Your champion **will experiment with platforms**, modes of synchronous and asynchronous communication, and modalities to find what works best for your needs.



Juggle tasks while designing and implementing a new team workflow, including appointment scheduling, data monitoring, and client communication. Your champion will evaluate and tweak processes along the way to meet goals.

Identify and remove obstacles to the effective use of technology, paying close attention to hardware, proper lighting, audio, and video quality, while adapting existing spaces for both telehealth and in-person consultations. Your champion will acknowledge the best equipment or technology isn't always the most expensive or elaborate.