

Telehealth Sample Practice Workflow

Personalize this sample workflow as you incorporate Connected Care into the way your practice cares for pets and their people.

Is a veterinary consult required?

How do we determine if a veterinary consult is required?⁺

Has a VCPR been previously established?

What are the regulations for establishing a VCPR in our state/province?[§]
What about federal requirements around the VCPR?[§]

Can the question be appropriately and efficiently answered by a veterinary healthcare team member?

Which questions can be answered by a veterinary healthcare team member, and which require a veterinarian to be involved?⁺

Is telemedicine appropriate for this case?

Which cases are appropriately addressed by telemedicine?^{*}

Utilize remote monitoring as appropriate

How might we implement remote monitoring more efficiently?^{*}

Consider integrating AI-assisted diagnostics

What type of AI-assisted diagnostics are available to our practice right now? Are we using them and, if not, should we be?^{*}

⁺ Any assessment or procedures performed by a member of the veterinary healthcare team must be within their scope of practice

[§] Veterinarians should consult state requirements to determine whether it is possible to establish a VCPR electronically. If so, they will still need to comply with federal requirements for the VCPR when using drugs extralabel or issuing Veterinary Feed Directives

^{*} All interactions should be captured in the medical record

What are our short-term telehealth goals (e.g., within the next 3 to 6 months)? What are our deadlines?

How will we measure the progress of these goals on a regular basis? Who is responsible for tracking and measuring them?

What are our long-term goals (e.g., within the next 1 to 3 years)? What are our deadlines?

How will we measure the progress of these goals on a regular basis? Who is responsible for tracking and measuring them?

What else do we need to consider as we take next steps to care for our patients using telehealth?
