Dear colleagues,

As a profession, we are all facing new and unexpected challenges that we have not had to deal with before. As you know, the SATH is currently only seeing emergency and very urgent cases following the latest RCVS guidelines.

We know this will cause a backlog of routine cases, leaving some owners very distressed and delaying or preventing initiation of treatment in some patients. In order to try to provide some support, we will offer a telemedicine service to our existing local referring veterinarians. We hope that this will assist you, pet owners and the animals themselves.

Different options have been created in an attempt to meet different needs:

1) Written case advice report for referring vets (£100)

This option should be used for complex cases that are posing difficulties: we will discuss the case with you and then produce a written report based on this consultation and the information provided. Examples include difficult to control epileptics, atopic patients, management of heart failure, ECG interpretation and advice, and patients requiring treatment plans. Other appropriate cases would be orthopaedic and neurology patients where you can send video footage of the patient’s examination in order to seek advice on most likely diagnosis and appropriate tests to investigate the problem further. This service should be booked with reception, and you should provide the case information ahead of the appointment as you would for a referral. Our free advice service can be used for short follow-up telephone conversations if further advice becomes necessary.

2) Video call consultation with pet owners (£150)

This option is mostly suited for cases where owners would like to discuss their pet’s health problems directly with specialist services. This may be appropriate where patients already have a diagnosis and the owners want to discuss possible treatment options with a specialist (bearing in mind that relatively few options might be available at the current time, and that it may be some time until all options are resumed). Other circumstances might include cases that do not have a diagnosis but owners have video footage of the problem and want to discuss what the most likely cause for the problem is and what diagnostic tests may be appropriate to investigate it further, if any, are indicated. These tests would not be possible to undertake at this time but could be pursued at a later date when circumstances allow, if appropriate. These consults cannot be arranged directly.
by pet owners, only by the referring veterinary practices after triage by our clinicians to try to ensure this is appropriate. A written report to the referring veterinarian detailing the discussion with the owners would follow the appointment, and the owner would be provided with a written summary.

3) Written radiography reporting (£50 for 3 radiographs or fewer; £70 for 4 or 5; £100 for more)

This service has been re-instated, with a turnaround of one working day. Good quality radiographs are essential so our specialists can try to provide as much useful information as possible: images must be sent in DICOM format. These should be submitted via our reception: please call or email for instructions.

This telemedicine platform is a temporary measure which will be reviewed once travelling and consulting restrictions lift, and is aimed mainly at supporting referring veterinary practices and pet owners with less urgent problems in these difficult times.

With best wishes to you and your staff from all at SATH at this difficult time,

[Signature]

Prof Laura Blackwood BVMS PhD MVM CertVR DipECVIM-CA (Oncol) (Add Rad oncol) MRCVS
RCVS and European Specialist in Veterinary Oncology
Head of Department of Small Animal Clinical Science