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UPDATE ON SATH TELEMEDICINE SERVICES

Dear colleagues,

An update on our telemedicine services: over the last few months, we have offered different telemedicine options to try to support clients while we were unable to see as many cases as usual. These have been more successful in some areas than others, and as we are now seeing more cases again (albeit with different working practices) we are streamlining our telemedicine services.

We will no longer be offering the Written Case Advice report for referring vets (£100) service. Due to lack of uptake, we will also no longer be offering written radiography reporting.

We will continue to offer ZOOM/video call or telephone call consultation directly with pet owners (£150) in selected situations: the latter can be used when a final diagnosis is already available so treatment options can be discussed (for example some oncology cases where there is a diagnosis and advanced imaging is available, or some neurology patients such as long-term epileptic patients) or when video footage, or images, of the patient has been sent in advance (most appropriate for patients with paroxysmal events such as suspected seizures, some dermatology cases, etc). These appointments may be appropriate pet owners that are shielding or extremely clinically vulnerable. As previously, 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 and plans) will follow the appointment, and the owner will be provided with a written summary. **If you wish to refer a patient for a remote consultation, please indicate this on the request form.** These consultations are not available for urgent/emergency cases.

Thank you for your continued support of the SATH,

With kind regards,



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