## FAQs: AVImark® telemedicine

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>How can the AVImark telemedicine feature help my practice?</td>
<td>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 and is supported by the AVMA. It can also provide a measure of personal touch when doing curbside workflows, by allowing the pet owner to see a video while their pet is in the building.</td>
</tr>
<tr>
<td>When will AVImark telemedicine be available? And how can my practice get it?</td>
<td>As of April 17th, we have been piloting the telemedicine feature with select practices. To access AVImark telemedicine functionality, you will need to update your AVImark software. Learn how to update your software here: <a href="https://softwareservices.covetrus.com/update-avimark/">https://softwareservices.covetrus.com/update-avimark/</a></td>
</tr>
<tr>
<td>What is the cost of the telemedicine feature in AVImark?</td>
<td>During the COVID-19 pandemic Covetrus is focused on helping our veterinary partners. As part of this effort we are releasing new Telemedicine functionality for all of our customers to provide continuity of care tools and protect your staff and clients. Our new Telemedicine functionality in AVImark will be temporarily available at no additional charge via a release update. This release update is available for all customers who are on support. At some point in the future after the COVID-19 pandemic has passed, this feature will have a monthly subscription fee of $49 for up to 5 providers and $89 for 6 or more providers. Covetrus will provide at least 30 days’ notice prior to the pricing taking effect so our partners can decide if they want to continue to use the functionality.</td>
</tr>
</tbody>
</table>
FAQs: AVImark® telemedicine

What if I am interested in this feature but I currently use a different telehealth app?

You are welcome to use the telehealth service that best meets your practice needs. It may make sense to use a combination of both. Keep in mind that AVImark 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 AVImark customers who are using Rapport for their client communications, you can facilitate telemedicine through Rapport, and utilize all the built-in client engagement features including:

- Online scheduling for in-office and telemedicine appointments
- Email campaigns alerting your clients of telemedicine capabilities
- Automated reminders for upcoming appointments
- Two-way texting to connect with clients in an instant

Your announcement calls the capability a “virtual visit”. What is the difference between a virtual visit and telemedicine?

Telemedicine involves use of a tool to exchange medical information electronically from one site to another to improve a patient’s clinical health status and may only be conducted within an existing veterinarian-client-patient relationship, with the exception for advice given in an emergency care situation until a patient can be seen by or transported to a veterinarian.

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.

Is it legal to do phone consults? What does the AVMA say about that?

Telemedicine is regulated by the veterinary boards in each state, province, and other jurisdictions. Consult your local veterinary board prior to undertaking telemedicine. Your use of telemedicine is subject to those rules. Do not use telemedicine if it is not allowed in the jurisdiction where your practice is located.

The AVMA encourages the development of smart-device applications, other platforms and technologies that appropriately help connect current or lapsed clients and patients with veterinarians. In addition, veterinarians may utilize emerging technologies to enhance their accessibility and client...
FAQs: AVImark® telemedicine

communications, and support exceptional patient care.

Given the current state of technological capabilities, available research, and the current state and federal regulatory landscape, the AVMA believes that veterinary telemedicine should only be conducted within an existing Veterinarian-Client-Patient Relationship (VCPR), with the exception for advice given in an emergency until that patient can be seen by a veterinarian.

For more information regarding AVMA’s telemedicine policy, please refer to https://www.avma.org/policies/telemedicine.

| What browsers are supported for video conferencing? | • Windows: IE 11+, Edge 12+, Firefox 27+, Chrome 30+  
| Do I need to download anything to use this feature? | In order to host the video session, you will need to download the Zoom plug-in to your computer, or the app to your mobile device. The client does not need to download anything to join the session. |  
| 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? | All AVImark support options are available at https://softwareservices.covetrus.com/global/solution/support-AVImark/ |  

Since the AVImark telemedicine feature uses Zoom video conferencing capabilities, we suggest referencing Zoom documentation: https://support.zoom.us/hc/en-us