

GETTING READY FOR A TELEHEALTH VISIT

If you haven't had a telehealth appointment before, or if you'd like a refresher before your visit, here are some tips to help make things go smoothly.

- **Tech Check.** Can your internet connection or cell signal handle sending photos and videos, or support a live video session? Check speedtest.net to test your connection. (We recommend a minimum of 5Mbps upload speed.)
- **Log in early.** If you haven't used the telehealth app before, log in early and read the steps needed to connect. We advise getting into the virtual waiting room at least 5 minutes early so you can prepare and double check that your pet's photo's are ready to go!
- **Corral your pet.** Make sure your pet isn't hiding under the bed or holed up in some other inconvenient spot. Crate them or use the bathroom to house them until their appointment.
- **Go for a walk.** Before the visit, take your dog for a walk to help with his or her energy level.
- **Treats.** You know the drill—keep them handy.
- **Just in case.** Take photos and videos before the session starts just in case something goes wrong. Make sure photos aren't blurry and take videos of any behavior you're worried about.
- **360 degrees.** Take a video showing their whole body, from nose to tail, all the way around.
- **Focus.** Find a well-lit, quiet area with minimal distractions so you can give your whole attention to the appointment.
- **Keep out.** If you have other pets, keep them occupied in another room.
- **Notes.** Make notes of what you want to tell the vet with a list of questions you want to ask. Keep a pen nearby to take notes.
- **Plan ahead.** If necessary, send medical records ahead of time. Send pictures and videos too, so we can review them before the appointment.

