

Telemedicine/Teletriage

Union Veterinary Clinic will now be offering telemedicine appointments! The FDA has temporarily relaxed telemedicine regulations whilst restrictions are in place for the COVID-19 outbreak. In order to schedule a telemedicine appointment, you must be an existing client of UVC, be located in Washington, D.C., and your pet must have been examined within the last 12 months (some conditions may require that your pet was examined within a shorter time period). Telemedicine appointments will be scheduled in 1-hour windows. You and your pet will need to be available during that time to video chat with the veterinarian via Facetime or Skype. After consultation, recommendations will be made if a physical exam and/or further diagnostics are required. If so, you will be able to schedule at a reduced fee within three days of your telemedicine appointment. Waiting longer than 3 days will incur the standard exam charge.

Problems that can be scheduled as telemedicine without prior approval are:

- Behavior consultations
- Quality of life discussion for pets that been seen within 6 months
- Acute diarrhea (if your pet's appetite and energy is normal and has not been vomiting)
- Preparation for international travel (if travel is not within 30 days)
- Surgery/incision rechecks
- Chronic skin issues or recheck of a skin problem (not including ear disease)
- Other problems may be eligible to telemedicine with prior approval from the vet.

Telemedicine is not possible for vaccines, wellness visits, or any situation that requires diagnostic tests (bloodwork, x-rays, or needle biopsies). Telemedicine cannot be used to substitute an in-person exam for travel documentation.

While we are excited to offer this service and increase the safety of our staff and clients whenever possible, it is important to remember that telemedicine has its limitations. These limitations are why it is so important for your veterinarian to perform an in-person exam under normal circumstances. By choosing a telemedicine consult, you accept that there are limitations, understand that it is not a substitute for an in-clinic exam, and acknowledge that an exam may be required for follow-up care.

