



CANADIAN VETERINARY
MEDICAL ASSOCIATION

L'ASSOCIATION CANADIENNE
DES MÉDECINS VÉTÉRINAIRES

COVID-19 Telemedicine Q&As

1. Question: **Do all platforms respect confidentiality and security?**

Answer: Some offer better security than others. Lower security are platforms such as Facetime, etc. Medium would be Zoom, and higher would be telehealth platforms.

2. Question: **Does CVMA require us to protect the security of our clients?**

Answer: That would be a question for your provincial veterinary regulatory body. That is up to each province. I would assume each province will want you to do everything you can to ensure confidentiality and security of information transmitted. However, there is no current Canadian standard on what this security means from what I can see.

3. Question: **What are reasonable costs that we should charge for this kind of service?**

Answer: Good question and I am not sure. I do think that we should be charging for our services. I guess it will depend how often you plan to use telemedicine and for what types of cases (new or recheck cases, etc.) I think most who currently practicing telemedicine charge close to or about the same fees.

4. Question: **How do we ensure clients obtain an accurate patient weight for new VCPRs in small animal practice?**

Answer: Suggestions from the webinar included having the owner weigh themselves with their pet and then separately, or using luggage scale with the pet in carrier/shopping bag, etc.

5. Question: **What are your thoughts on signing clients up to wellness plans via telemedicine now so that once we get back to normal, we can ensure everyone stays on top of preventive care?**

Answer: I think this is an interesting idea that could be part of the paradigm shift we are seeing with telemedicine and how to better benefit our patients.

6. Question: **Is a current annual exam considered a valid VCPR?**

Answer: Yes, a current annual exam is considered a valid VCPR.

canadianveterinarians.net
veterinairesaucaCanada.net

339, rue Booth Street
Ottawa (Ontario) K1R 7K1

t • (800) 567-2862
f • (613) 236-9681
admin@cvma-acmv.org

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7. Question: **If our doctors typically spent a lot of time on the phone with clients in the past, how do you draw the line between telemedicine and expectations clients have for off-the-cuff conversations?**

Answer: Good question and I am not sure. There is no doubt that a lot of the work we are doing by phone is considered telemedicine, and sometimes a significant amount of time is taken up in discussing care with a client.

8. Question: **If a non-client asks for some gabapentin for a car ride and their regular vet is not available, can I prescribe and dispense the medication after a phone call and once I collect the client and patient information?**

Answer: From my understanding and depending on your jurisdiction's regulations, you need to have a valid VCPR to prescribe medications.

9. Question: **Does OMVQ have specific requirements about the security and confidentiality of telemedicine discussions?**

Answer: I don't think so, but I believe the requirements would be similar to what we are currently doing, which is ensuring security and confidentiality as much as possible.

10. Question: **Is a video meeting with the client essential? Or can a telephone discussion with supporting pictures be "part of" telemedicine?**

Answer: No it is not essential, and a telephone discussion with supporting pictures or video is considered telemedicine.

11. Question: **Can a mobile service or a self-employed veterinarian practice telemedicine?**

Answer: This question should be discussed with the OMVQ, but from what I understand, it is possible as long as the veterinarian practices through an approved veterinary clinic/hospital/office.