

WHAT IS A VIRTUAL URGENT CARE CONSULT?

At Red Bank Veterinary Hospital, we have Urgent Care veterinarians who are able to evaluate and treat **dogs and cats** with appropriate symptoms via video chat consults. This is generally available between **8:00 AM and 4:30 PM**, 7 days a week including all holidays, allocated to be up to 30 minutes long. We are able to accept virtual consult requests from clients in the state of New Jersey only. You do not need to be an existing client of Red Bank Veterinary Hospital to request a visit. Your visit would typically be scheduled same-day. In some cases, scheduling a virtual visit for the following day may be necessary.

WHAT TYPES OF CASES ARE ACCEPTABLE FOR A VIRTUAL URGENT CARE CONSULT?

Appropriate cases for Urgent Care include minor injuries or illnesses that require prompt attention but are not life-threatening or critical. These scenarios typically involve injuries or illnesses that a short-term delay in treatment would not be harmful to the patient, but, if left untreated could potentially escalate into more severe conditions.

Veterinary urgent care that is provided virtually aims to address issues that may not be able to wait for a regular appointment but do not pose an immediate threat to your pet's life and where an in-person evaluation with a veterinarian is not obviously indicated.

The following symptoms are considered reasonable for an urgent care virtual consultation:

- **Lameness**
- **Skin abnormalities**
- **Itchiness**
- **Allergies**
- **Incision concerns from a prior recent surgery**
- **Ear redness, itchiness or discharge**
- **Anxiety**
- **Diarrhea without: significant changes in appetite, excessive vomiting or lethargy**
- **One episode of vomiting without: significant changes in appetite, excessive diarrhea or lethargy**
- **Coughing, sneezing or mild discharge from the eyes or nose without: breathing difficulties or lethargy**

FREQUENTLY ASKED QUESTIONS

Virtual Urgent Care



Please note:

We are not able to see birds or exotic species via virtual consult. These pets would need to be seen by the Exotics Department at Red Bank Veterinary Hospital or your regular veterinarian, or, if needing immediate evaluation, the Emergency Service at Red Bank Veterinary Hospital.

WHAT ARE THE BENEFITS OF A VIRTUAL URGENT CARE TELEMEDICINE CONSULT?

- Allows for contact with a veterinarian regarding your pet's issue while eliminating the need for traveling to a veterinary hospital. This can be helpful for owners experiencing difficulties physically bringing their pet to a veterinarian due to:
 - Time constraints
 - Transportation issues
 - A pet's anxiety
- Allows for potentially earlier contact with veterinary staff. This can improve the timeliness of treatment and also help determine if your pet should instead be seen by a veterinarian for an in-person evaluation.

WHAT ARE SYMPTOMS MY PET COULD BE EXPERIENCING THAT WOULD NOT BE APPROPRIATE FOR A VIRTUAL URGENT CARE CONSULT?

Examples of true emergencies for which virtual urgent care consultation should **not** be utilized include: severe bleeding, blunt force trauma, breathing difficulty, seizures, collapse, severe pain or distress, ingestion of toxins, vomiting, not eating or drinking, extreme lethargy, inability to urinate, blood in the urine, or high concern for a broken bone. In these cases, seeking immediate veterinary attention in person is crucial to provide the best chance for a positive outcome.

If your pet has ingested a potentially toxic substance, we recommend calling the ASPCA Poison Control at 1-888-426-4435. Please be advised that the ASPCA PC charges a consult fee of \$95.

HOW DO I CONTACT RED BANK VETERINARY HOSPITAL TO REQUEST AND SCHEDULE A VIRTUAL URGENT CARE CONSULT?

Utilizing our website <https://www.redbankvet.com>, you will click on the Urgent Care Virtual Consult request, and you will be prompted to answer a few basic questions. You will also have an opportunity to upload any pertinent photos, recent lab work, or medical records through text or email.

A Client Service Specialist will receive your request and let you know if there is an upcoming available telemedicine appointment that day with an Urgent Care veterinarian at Red Bank Veterinary Hospital and the time of the next available appointment.

WHAT IS THE COST OF A VIRTUAL URGENT CARE CONSULT, HOW DO I MAKE THIS PAYMENT, AND WHAT IF I NEED A FOLLOW-UP APPOINTMENT IN PERSON?

Once your appointment is scheduled, payment of your \$119 consult fee will be collected. This can be processed over the phone with your Client Service Representative or you will be sent a text link to supply payment information. Your appointment will not proceed without the completion of this step.

In general, any follow-up should be done with your regular veterinarian, who will likely charge their own exam fee for their in-person appointment. If this is not available and you wish to bring your pet in for an in-person visit to Red Bank Veterinary Hospital's Emergency Room, a recheck in-person consult fee of \$198 will be incurred (along with any other agreed-upon diagnostic or treatment costs). This in-person recheck fee will be honored for 1 week following your telemedicine virtual appointment.

WHAT HAPPENS DURING MY VIRTUAL APPOINTMENT?

At the scheduled time, you will have a video consult with one of Red Bank's Urgent Care Veterinarians. Please have your pet available for any virtual visual assessment needed by the urgent care veterinarian. Once your video call is ready to start, you will click on "join visit" utilizing a browser. For ease of use, you can download the OTTO app.

WILL MY PET BE ABLE TO BE PRESCRIBED MEDICATIONS AFTER MY VIRTUAL CARE URGENT CARE CONSULT?

Yes, if your pet could benefit from medicine and your virtual urgent consult veterinarian feels it is safe to virtually prescribe a specific medication to your pet. Medications may either be picked up from the physical location of Red Bank Veterinary Hospital's Pharmacy, or you will be sent a recommendation/script by your virtual veterinarian via an online pharmacy called Vetsource.

Red Bank Veterinary Hospital hours for pick up are 8 AM - 8 PM, 7 days a week. If medications are prescribed for pick-up at Red Bank Veterinary Hospital's Pharmacy, the cost of these medications will be added to your invoice and a receipt for the visit and medications will be sent to you at the completion of the Virtual Consult.

You will be emailed a summary of your visit by your Virtual Consult Veterinarian following your Virtual Consult.

If you have a referring veterinarian, they will be sent a copy of the details of your virtual visit upon completion.