Thank you for scheduling a telemedicine consultation with Dr. **NAME** on **DATE/TIME** for your pet, **PET NAME**.

BEFORE your consult:

1. Please download Zoom in the App Store or Google Play from your smart phone, tablet or computer. You do not have to create an account to join the meeting but it is free to do so if you choose.
2. Have your questions ready to ask the veterinarians – we have scheduled approximately **X mins** for the consult. Please note that we will do our best to be on time, but as emergencies arise we may be a few minutes behind.
3. Have your pet ready to show the veterinarian any pertinent physical symptoms/ailments  
     
   During your consult:   
     
   At your consultation time:
4. To join:
   * click on the meeting link **ZOOM MEETING LINK HERE**  
     OR
   * Go to zoom.us and click “Join A Meeting”
   * Enter the meeting ID **(XXX-XXX-XXXX)** and click JOIN
   * If prompted, enter meeting password **(XXXXXX)**
5. Enable video and audio for the meeting.
6. Click “use internet audio” when the prompt arises  
     
   After your consult:
7. If your pet does not need any further diagnostics or medications, your credit card will be charged at the end of your consult if applicable.
8. If your pet needs medications, a technician will call you after your consult to go over your total and let you know when the medication will be ready for curb-side pickup. Your credit card will be charged for the consult and any medications that are prescribed. Receipt will be emailed to you and medications can be picked up curb-side.

If your pet needs a further workup/diagnostics/examination, a technician or reception staff will call you to schedule this appointment. You will be charged for the consult fee today, and will NOT have to pay another exam fee when your pet is brought in to be physically examined by the veterinarian.