

MAKE THE MOST OF YOUR ONLINE CONSULT



The online consult can be a great way to address any concerns you may have about your pet, all from the comfort of your own home. In order to ensure that we are able to help you and your pet as much as possible, please consider the following tips:

PICTURES/VIDEOS

- Once your appointment has been confirmed, if you haven't already uploaded any relevant images you can send them to vet@virtualvets.com.au
- If it is a sore, wound, lump or something similar, good quality pictures taken in advance are very helpful, as image quality during the online consult can be variable depending on internet connection
- This also applies to episodes of vomiting, or any urine and stool changes, as images help us determine the severity of the problem
- If it is a behaviour or lameness that you are concerned about, you can send us a video clip instead

ROOM SETUP

- Choose a quiet area or room in your home, to minimise distractions
- Ensure the area is well lit, either with natural or indoor lighting
- Make sure your pet is with you in the same room, ideally confined to that room so you are not having to chase them through the house if they decide they are feeling camera shy!
- The vet will want to see your pet from head to toe, so be prepared to hold and position your pet so that the vet can have a closer look at different areas, depending on the problem
- Consider using a table or chair, so that you are not having to support your pet's weight while you are positioning them for the camera
- If you are using a computer or ipad, make sure that your pet can be observed fully with the camera, or that you can move the computer to follow your pet as needed
- If you are using a phone, have something ready to use as a phone stand so that you don't have to hold your pet and the camera at the same time
- If available, enlist a second pair of hands so that one person can hold your pet and the other can hold or position the camera – this setup works the best, and is the most comfortable for both you and your pet

IMPROVE YOUR CONNECTION

- Please make sure your camera and microphone are switched on and ready to use
- Ensure your browser software is up to date – the consult works best in google chrome, but safari is compatible as well
- Ensure you have a stable and strong internet connection for the duration of the consult
- You should receive an email with a link for the online consult, if you have not received this before your appointment time, please contact us on the email above.
- When your confirmed appointment time arrives, simply click on the link to join the consult, the vet will be notified you are waiting and they will begin the consult shortly