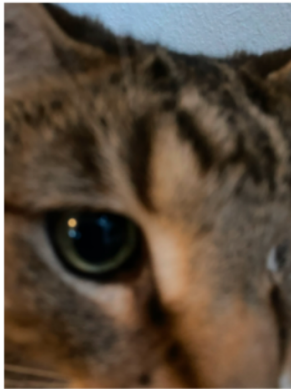
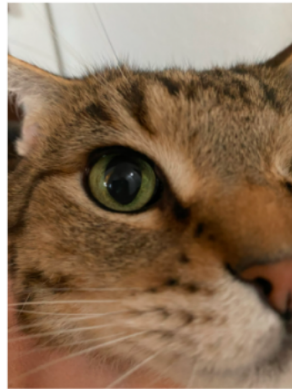


Telehealth Video Visit Checklist

- 1** Do a tech check! Is your internet connection or cell signal good enough to send photos and videos, or support a live video session? We recommend a minimum of 5Mbps upload speed for best user experience. Check [speedtest.net](https://www.speedtest.net) to test your connection. If you haven't used the app or platform that your veterinarian is using for telehealth, log in early to make sure you understand the steps needed to connect.
- 2** Is your pet ready? Make sure your cat can't escape and hide- bathrooms work well for temporary housing to prevent escape. Taking your dog for a walk before the visit can help them be more cooperative for photos and video. Have great treats ready to keep them engaged.
- 3** Get photos and videos before the session starts. In case your pet doesn't cooperate in the moment or you're having some tech issues, taking photos and videos before the session is advised. Take photos from multiple angles, with and without flash, both from afar and as close as possible to the problem. Use your flash for photos of eyes! Make sure they aren't blurry. Take videos of any behaviors you're worried about. We also recommend to take a video showing their whole body, from nose to tail, all the way around. Your vet will love being able to see their patient in full, and will be able to give better recommendations.



Blurry, low light.
Bad photo!



Medium light. Ok
photo.



Flash on, great
lighting. Perfect!

- 4** Make sure you can give your whole attention to the appointment. Find a well-lit, quiet area with minimal distractions. If possible, keep other pets out of the room. Develop a list of questions.
- 5** Does your vet have all the information they need? Send medical records ahead of time, as well as any pictures, videos, and other data you have. That way the vet can review these before the appointment, so there is more time for questions.