

Telehealth Behavior Consultations Scheduling Checklist

- ☐ Send link to online history form for the client to fill out ahead of the consultation
- ☐ Require a nonrefundable deposit to secure the appointment and email/text deposit link
- ☐ Schedule a consultation time
- ☐ Send the video call invite by email and text. Advise to use a smartphone for flexibility and connectivity
- ☐ Advise turning off Nest cameras, other online devices used by the family, and other drains on bandwidth—the same for your property where you are using the internet
- ☐ Ask what secondary phone platform your client is familiar with in case there is difficulty using the platform
- ☐ Call/email the primary veterinarian and ask for medical summary and veterinary exam behavior