



IDEXX Telemedicine Consultants

radiology | cardiology | specialty services

2020 Directory of Services

Contact us

Telephone numbers

Sales and support	1-800-726-1212
Invoice questions	1-800-814-1147

Online

Support and general information	telemedicinesupport@idexx.com
Website	idexx.com/telemedicine
Case submission	vetmedstat.com

Hours of operation

Online submissionavailable 24/7/365

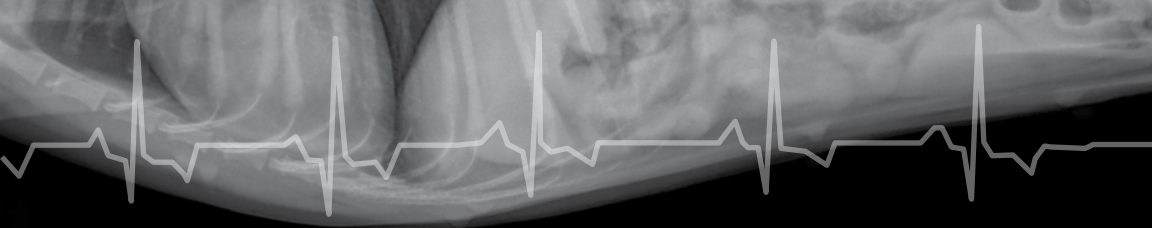
Customer supportavailable 24/7/365

Service holiday schedule

Closed for all services other than radiology on the following U.S. holidays:

- New Year's Day, Wednesday, January 1
- Memorial Day, Monday, May 25
- Independence Day, Saturday, July 4
- Labor Day, Monday, September 7
- Thanksgiving Day, Thursday, November 26
- Christmas Day, Friday, December 25

Christmas Eve and New Year's Eve: closed at 3:00 p.m. ET for cardiology and specialty consultations. Open for radiology service.



IDEXX Telemedicine Consultants

Better medicine together

Radiology, cardiology, specialty services, and more—everything we do is focused on helping you take swift, precise action to improve outcomes for your patients.

Our consultants work collaboratively with you to ensure that your experience is easy and professionally rewarding. You'll receive a critical understanding of the specialized medicine behind each evaluation along with a detailed report.





“ We would have had no idea to take extra precautions with this patient prior to adding ECGs to our preanesthetic protocols. This is amazing. We are so happy we signed up for this. ”

—John O'Neill, DVM, Adamstown Veterinary Hospital

Our sole focus is the patient. We prioritize cases based on medical need, and you can help by choosing the case type that most accurately describes your patient's condition. This allows us to focus on helping all of our customers achieve the best outcomes for their patients. When submitting your radiology request on vetmedstat.com, you will be asked to select one of the following service types:

Nonurgent: Select this service type when a patient issue is not medically urgent (hip dysplasia screens, senior screens, chronic follow-ups, chronic lameness, etc.). We'll provide answers at a reduced cost, usually within 1–3 days.*

Priority: Select this service type when a patient is sick or in the hospital and you need answers quickly. We'll deliver results, usually within a day.*

2 HOUR STAT: Select this service type when you need expedited answers.

1 HOUR STAT: For critical patients.

*Teleradiology services are in high demand and turnaround times are impacted by demand fluctuations. Refer to VetMedStat.com for current turnaround times and select the service type that best represents your patient's medical need.

Radiology services

Insights for routine and complex cases. Our radiology consultants offer expert interpretations to help you improve patient health and maximize your investment in digital technology.

Small animal services available 24/7/365

Radiology consults

A radiologist provides a detailed written interpretation of radiographs, ultrasound, and/or fluoroscopy in conjunction with patient medical history.

- ⌚ Nonurgent: Reports usually returned in 1–3 days
 - ⌚ Routine: Reports returned usually same day
 - ⌚ 2 Hour STAT: Reports returned within 2 hours
 - ⌚ 1 Hour STAT: Reports returned within 1 hour
-

Advanced imaging consults

A radiologist provides a detailed written interpretation of an MRI or a CT in conjunction with patient medical history.

- ⌚ Routine: Reports returned within 24 hours
 - ⌚ STAT: Reports returned within 4 hours
-

Equine and large-animal services available Monday–Friday

Radiology consults

A radiologist provides a detailed written interpretation of radiographs in conjunction with patient medical history.

- ⌚ Routine: Reports returned within 24 hours
-

Advanced imaging consults

A radiologist provides a detailed written interpretation of an MRI or a CT in conjunction with patient medical history.

- ⌚ Routine: Reports returned within 48 hours*
-

Prepurchase evaluation

Two radiologists review each exam and provide a detailed written interpretation of the radiographs in conjunction with the patient medical history.

- ⌚ Routine: Reports returned within 48 hours*

Meet our team of radiologists at idexx.com/radiologists

*Turnaround times may be longer during peak times. Additional fees may apply.

Cardiology services

Fast answers for matters of the heart. From pre-op assessments to in-depth cardiology evaluations, we're ready with fast answers that are easy for you to put into action.

Service available Monday–Friday 7:30 a.m.–11:00 p.m. ET, Saturday 9:00 a.m.–6:00 p.m. ET, Sunday 12:00 p.m.–4:00 p.m. ET

Cardiac consults

A cardiologist provides a detailed written assessment of a radiograph/echocardiogram/ECG in conjunction with patient medical history. The report provides diagnostic and therapeutic recommendations.

- ⌚ Routine: Reports returned within 8 hours
 - ⌚ STAT: Reports returned within 1 hour
 - ⌚ Super STAT: Telephone callback within minutes
-

Cardiac screens

Brief assessments without therapeutic recommendations.

- ⌚ ECG screen: Reports returned within 30 minutes*

Meet our team of cardiologists at idexx.com/cardiologists

*On average, ECG screens are returned in under 10 minutes.

Specialty services

Expert second opinions. Quick second opinions or treatment recommendations from a respected peer.

Services available Monday–Friday

Internist consults

An internist provides a detailed written treatment plan based on patient medical history, laboratory tests, and radiologist’s interpretation. Abdominal ultrasound with interpretation is also available.

⌚ Routine: Reports returned within 24 hours

Dental consults

A dentist provides a detailed written interpretation of dental radiographs and/or photos in conjunction with patient medical history.

⌚ Routine: Reports returned same day*

Dermatology consults

A dermatologist provides a detailed written interpretation based on pathology report and/or photos in conjunction with patient medical history.

⌚ Routine: Reports returned within 1–3 days

Exotic consults

This service is designed for all exotic or zoological species including mammals, birds, reptiles, amphibians, invertebrates, and fish. A zoological medicine specialist provides a detailed written interpretation of radiographs, ultrasounds, pathology, or additional diagnostic modalities in conjunction with patient medical history. The report provides additional diagnostic options and therapeutic recommendations.

⌚ Routine: Reports returned within 24 hours

Meet our team of specialty consultants at
idexx.com/specialtyconsultants

*Same-day turnaround time available Monday–Friday 11:00 a.m.–8:00 p.m. ET.

CardioPet ECG Device

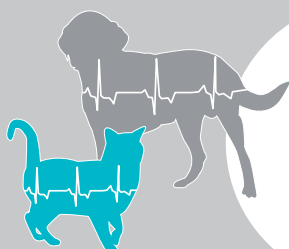
The CardioPet ECG Device makes it easier and faster than ever to collaborate with a cardiologist

Consulting with a cardiologist helps you identify cardiac disease and assists you with treatment plans and follow-up recommendations.

- **Radiograph plus electrocardiogram (ECG):** Better determine the cause of cough or respiratory issues when a murmur or underlying cardiac disease is present.
- **Echocardiogram plus ECG:** Get more information on underlying cardiac structure and function, and evaluate the pericardial space.
- **Preanesthetic ECG:** Quickly uncover easily missed cardiac conditions such as arrhythmias.

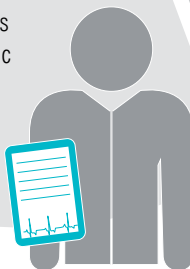
The CardioPet® ECG Device is DICOM®-compliant and uses wireless technology that lets you:

Capture a 6-lead ECG using pet-friendly comfort clips for the best diagnostic information.



View, save, and submit your patient's ECG through vetmedstat.com, 24/7/365.

Receive answers to your diagnostic questions.

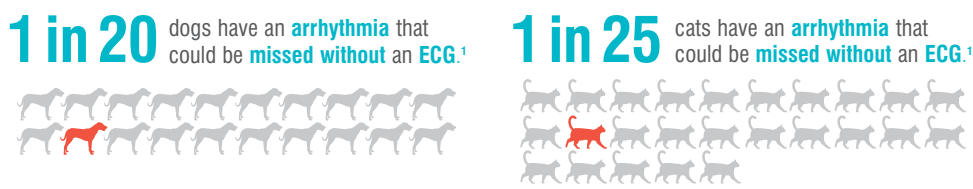


Contact IDEXX Telemedicine Consultants today at 1-800-726-1212 to learn more.



Screen without skipping a beat

CardioPet® ECG screens are the easy, fast, affordable way to identify potentially hard-to-detect arrhythmias prior to anesthesia.



Routine ECG screens fit into your workflow with the CardioPet ECG Device

- Capture ECGs in just 3 minutes.
- Review 6 leads at once on a single screen.
- Get results in under 10 minutes on average.*

CardioPet® ECG Plans make routine ECG screens affordable

Plan name	ECGs per month	Cost per screen	CardioPet ECG Device included [†]
Intro	5	\$25	No
Basic	10	\$20	Yes
Premium	20	\$16	Yes
Pro	40	\$13	Yes

Enroll today! Learn more at **1-800-726-1212** or **idexx.com/ecgplans**.

*Times and prices may vary. Results guaranteed in under 30 minutes.
†Offer valid only for practices that have not yet purchased a CardioPet ECG Device. A 12-month commitment is required.
Note: Newly enrolled practices may earn two IDEXX Points for each case submitted. Each IDEXX Point is worth one dollar toward the purchase of any IDEXX product or service (no cash value). See idexx.com/points for terms and conditions. Charges for ECG screens performed over the monthly plan allotment will be assessed at the cost of an individual screen indicated in the plan contract.

Reference
1. Data on file at IDEXX Laboratories, Inc. Westbrook, Maine USA.

Standard terms and conditions

Unless otherwise agreed in an agreement signed by IDEXX Telemedicine Consultants, radiograph, ultrasound, MRI, CT, ECG, and internal medicine consulting services provided by IDEXX to you, the client, are subject solely to the terms and conditions stated herein and in any terms appearing on the back of our invoices to you. The terms and conditions stated herein control in the event of any conflict.

Confidentiality. IDEXX agrees to maintain in confidence all of your proprietary and nonpublic materials, data, reports, plans, and records, as well as technical and other information and to use such confidential information only for the purpose of performing analyses of data and providing reports on our findings to you. IDEXX shall protect your confidential information by using the same degree of care, but not less than a reasonable degree of care, to prevent the unauthorized use, dissemination, or publication of the confidential information as IDEXX uses to protect its own confidential information of a like nature. In any instance where information is subpoenaed by, and must be released to, a governmental agency, or is otherwise required to be disclosed pursuant to law or regulation, you will be promptly notified. You agree not to use the IDEXX, VetConnect®, or VetMedStat® names and/or data in any manner that might cause harm to IDEXX Telemedicine Consultants or IDEXX Laboratories, Inc.'s reputation and/or business. Under no circumstances is the name of IDEXX to be published—either alone or in association with that of any other party—without its approval in writing.

Payment terms. All fees are charged or billed directly to you. For clients with IDEXX-approved credit, our standard terms are net 30 days, after which time we reserve the right to charge a 1.5% per month late charge or the maximum amount permitted by law (if less) on all unpaid balances. IDEXX may change payment terms at any time or revoke any credit previously extended. Any extension of payment beyond IDEXX's standard terms must be agreed to in writing. IDEXX reserves the right to cease all work if you do not pay your invoice(s). If you default in payment for services rendered, you are responsible for reasonable collection and/or legal fees.

Delivery of results. Upon timely delivery of radiograph, ultrasound, MRI, CT, or ECG data, image data, or other patient data, IDEXX will use commercially reasonable efforts to meet standard turnaround times. IDEXX will advise you of data that we receive that is corrupted or incomplete or that otherwise does not meet our quality requirements. IDEXX assumes the risk of loss or damage to a data package at the time possession of the data package is delivered to an IDEXX employee. Stated turnaround times are based on time of receipt of data by IDEXX and are subject to specialist availability.

Quality assurance. IDEXX will perform services consistent with its quality assurance standard operating procedures. It shall be your exclusive responsibility to confirm that IDEXX's standard practices will meet your needs before placing any order for work.

Retention of reports. Unless otherwise agreed in writing, IDEXX shall retain copies of consultation reports for a period of one (1) year, after which the reports may be destroyed.

Limited warranty and limits of liability. In accepting consulting work, IDEXX warrants that it shall provide services in a professional manner using qualified personnel. EXCEPT AS STATED IN THIS LIMITED WARRANTY, IDEXX MAKES NO OTHER WARRANTY, REPRESENTATION, OR CONDITION, EXPRESS OR IMPLIED, WRITTEN OR ORAL, AND THERE IS NO WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, OR NONINFRINGEMENT. IDEXX does not assume, nor does it authorize any employee, agent, distributor, or other person to assume for it, any other liability in connection with its services. If you qualify as a "consumer" under applicable law, then you may be entitled to any implied warranties allowed by law, limited to the period of the express warranties and the remedies set forth in this limited warranty. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

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Equal opportunity/affirmative action notice. IDEXX is an equal opportunity/affirmative action employer and complies with all the regulations of executive order 11246 and the regulations promulgated thereunder.

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Governing law; venue; waiver of jury trial. This Agreement and the transactions contemplated hereby, and all related disputes between the parties under or relating to this Agreement, whether in contract, tort, or otherwise, shall be governed by the laws of the State of Maine, without reference to conflict of laws principles, and any related legal actions must be brought in the court of appropriate jurisdiction in the State of Maine, which shall have exclusive jurisdiction (except that either of us may bring an action for an injunction or similar equitable relief against the other in any proper jurisdiction). You hereby waive any claim of lack of jurisdiction or inconvenient forum. YOU AND WE WAIVE TRIAL BY JURY IN ANY LEGAL ACTION BY OR AGAINST US IN SUCH LEGAL ACTIONS. We each further waive any claims against the other for multiple, punitive, or exemplary damages in any legal actions relating to this Agreement. The prevailing party in any such legal actions shall be entitled to an award of its reasonable legal fees and costs.

Strengthen the bonds.®

Notice to veterinarians: IDEXX Telemedicine Consultants provides consultation and interpretation services on a professional-to-professional basis. Without personally having made a physical examination of and conducted all tests on a patient, IDEXX veterinarians, in providing consultations and interpreting test results, rely on data communicated by you, the licensed primary care veterinarian. By providing consultations, IDEXX does not purport to diagnose or treat your patient. As with any diagnosis or treatment, you should use clinical discretion with each patient based on a complete evaluation of the patient, including history, physical presentation, and complete laboratory data. With respect to any drug therapy or monitoring program, you should refer to product inserts for a complete description of dosages, indications, interactions, and cautions. Diagnoses and treatment decisions are the ultimate responsibility of the primary care veterinarian.

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