



IDEXX

IDEXX Telemedicine Consultants
radiology | cardiology | specialty services

2023 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 submission available 24/7/365
Customer support available 24/7/365

Service holiday schedule

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

- New Year’s Day, Sunday, January 1
- Memorial Day, Monday, May 29
- Independence Day, Tuesday, July 4
- Labor Day, Monday, September 4
- Thanksgiving Day, Thursday, November 23
- Christmas Day, Monday, 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.

Knowing the estimated turnaround time before you submit your case to IDEXX Telemedicine Consultants helps you choose the best service and priority level for your patient.





“ I’m really excited about the new vetmedstat.com platform. With the new image recognition, and guided histories, my team and I are confident our specialists are getting the information they need in order to provide the results we need. ”

—Jordan DeVault, DVM, Medical Director,
Nipomo Dog & Cat 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.).

Routine: Select this service type when a patient is sick or in the hospital and you need answers quickly.

Priority: Select this service type when you need expedited answers.

STAT: For critical patients.

Note

- 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. Refer to new.vetmedstat.com/services for weekend fees and service information.
- Some services may be unavailable during periods of high demand. Check VetMedStat for current service availability.

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 and/or ultrasound in conjunction with patient medical history.

- ⚡ Nonurgent
- ⚡ Routine
- ⚡ Priority
- ⚡ STAT

Note: Check vetmedstat.com for current turnaround times, service availability, and weekend pricing.

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
 - ⚡ Priority: Reports returned within 12 hours
 - ⚡ STAT: Reports returned within 4 hours
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Equine and large-animal services available Monday–Friday

Radiology consults

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

- ⚡ Routine: Reports returned within 48 hours
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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*
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Prepurchase evaluation

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

- ⚡ Routine: Reports returned within 48 hours*
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Meet our team of radiologists at idexx.com/radiologists.

Note: Second opinions may incur an additional charge. Extended ultrasound studies will incur additional fees. Please refer to vetmedstat.com/telemedresources for ultrasound study definitions.

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

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, Noon–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
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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.

Expert second opinions.

Quick second opinions or treatment recommendations from a respected colleague.

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 1–3 days

Dental consults

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

⌚ Routine: Reports returned within 24 hours

Dermatology consults

A dermatologist provides a detailed written interpretation based on a 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.

Screen without skipping a beat

CardioPet ECG Plans are the easy, fast, affordable way to identify potentially hard to detect arrhythmias.

Include an ECG screen for all patient wellness checkups, especially geriatric or high-risk breed visits. Capture and submit an ECG screen preoperatively to establish a baseline and check for potentially dangerous arrhythmias.

Instances of arrhythmias¹



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 device included [†]
Intro	5	\$23	No
Basic	10	\$18	Yes
Premium	20	\$14	Yes
Pro	40	\$11	Yes

Enroll today! Call 1-800-726-1212 or visit [idexx.com/ECGplans](https://www.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](https://www.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. Gentile-Solomon J, Castaneda E, Estrada AH, Grimaldi D, Spake A, Szlosek D. Frequency of arrhythmias detected in patients using a computer aided electrocardiogram [ACVIM Abstract C38]. *J Vet Intern Med.* 2021;35(6):2971. doi:10.1111/jvim.16220



Standard terms and conditions

Unless otherwise agreed in an agreement signed by IDEXX Laboratories, Inc. or one of its affiliates, all services that we provide you, including laboratory testing services, consulting services, data collection, analysis and interpretation, and other reference laboratory-related services, are governed only by our standard terms and conditions found at idexx.com/naterms. Your purchase or use of our services indicates your acceptance of these standard terms.

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.