

IDEXX Telemedicine Consultants

| Radiology
| Cardiology
| Specialty services

IDEXX

**2026
Service Guide**



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:** Thursday, 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.

Accurate reports. Actionable advice. Available 24/7.

IDEXX Telemedicine Consultants offers comprehensive diagnostic insights whenever you need them - so you can deliver the best patient care with confidence. Whether you need radiology, cardiology, or other speciality services, our board-certified experts are ready to help.

With over 160 board-certified specialists globally, IDEXX offers unmatched expertise. Our rigorous protocols ensure high-quality, peer reviewed cases.



Radiology services

Make the most of your digital imaging capabilities. Our robust radiology team offers specialized interpretations and dedicated specialists for MRI, CT, and more.

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.

Stat 1 hour

Unstable or critical patients in need of radiographic interpretation in support of a treatment plan such as a heart failure or possible GI obstruction.

Priority 4 hours

Stable patients in need of radiographic interpretation in support of a treatment plan or follow up within the same day.

Routine 24 hours

Stable patients in need of radiographic interpretation in support of ongoing medical monitoring, non-life-threatening disease assessment (e.g. lameness, stable vomiting or diarrhea patients), or chronic monitoring for more advanced disease.

Non-Urgent 3 days

Well patients receiving a wellness screen or orthopedic evaluation.

Note: For current service availability and turnaround times, please visit your account at vetmedstat.com.



Small-animal services available 24/7/365**Advanced imaging consults**

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

- 🕒 **Stat:** Reports returned within 4 hours
- 🕒 **Priority:** Reports returned within 12 hours
- 🌟 **Routine:** Reports returned within 24 hours

Ultrasound consults

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

- 🕒 **Priority:** Reports returned within 4 hours
- 🕒 **Routine:** Reports returned within 24 hours
- 🕒 **Non-Urgent:** Reports returned within 3 days

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



Easily submit radiology cases directly to board-certified specialists from IDEXX Web PACS software, accessing accurate reports and actionable insights without disrupting imaging workflows.

Note: For current service availability and turnaround times, please visit your account at vetmedstat.com.

Cardiology services

Consult with world-class cardiologists on everything from pre-op assessments to in-depth cardiology evaluations.

Services 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

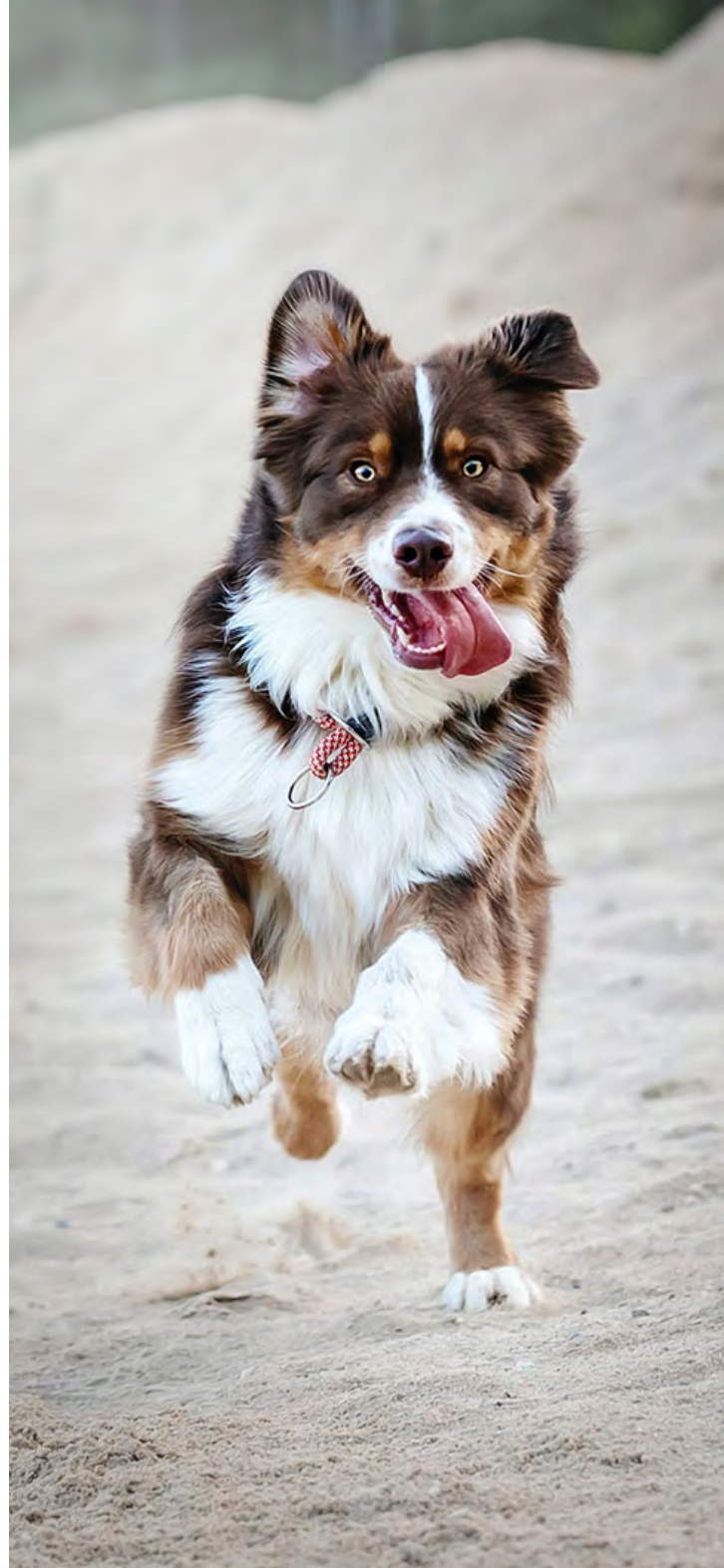
A cardiologist provides a detailed written assessment of a radiograph/echocardiogram/ECG in conjunction with patient medical history. The report provides diagnostic and therapeutic recommendations.

- 🕒 **Routine:** Reports returned within 8 hours
- ★ **Stat:** Reports returned within 1 hour

Cardiac screens

Brief assessments without therapeutic recommendations.

- ⚡ **ECG Screen:** Reports returned within 30 minutes*



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

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



CardioPet ECG Device and Plans

Arrhythmias are more common than you may realize. And they can be difficult to identify. Preanesthetic screening and guidance about how to interpret ECGs can be lifesaving for veterinary patients.

Instances of arrhythmias**



Routine ECG screens fit into your workflow with the CardioPet® ECG Device and CardioPet Plans

- Capture ECGs in just 3 minutes.
- Get results in under 10 minutes on average.*
- Make routine ECGs affordable with CardioPet Plans subscription.†

Enroll today!

Call 1-800-726-1212
or visit 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.

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

Specialty services

Get a second opinion or treatment recommendation from board-certified experts with deep knowledge in a niche field.*

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



***Our Internists, Dentists, Dermatologist, and Zoological Medicine specialists have their own board certifications and credentials:**

- DACVIM (Diplomate of the American College of Veterinary Internal Medicine)
- DAVDC (Diplomate American Veterinary Dental College)
- DACVD (Diplomate of the College of Veterinary Dermatology)
- DACZM (Diplomate of the American College of Zoological Medicine)

Specialty services

Get a second opinion or treatment recommendation from a diplomate in zoological medicine that spans species including, exotic mammals, birds, reptiles, amphibians, invertebrates and fish.

Services available Monday - Friday

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



Expert-led onboarding and support is available globally 24/7/365 to keep your telemedicine experience seamless and stress-free.



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.

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