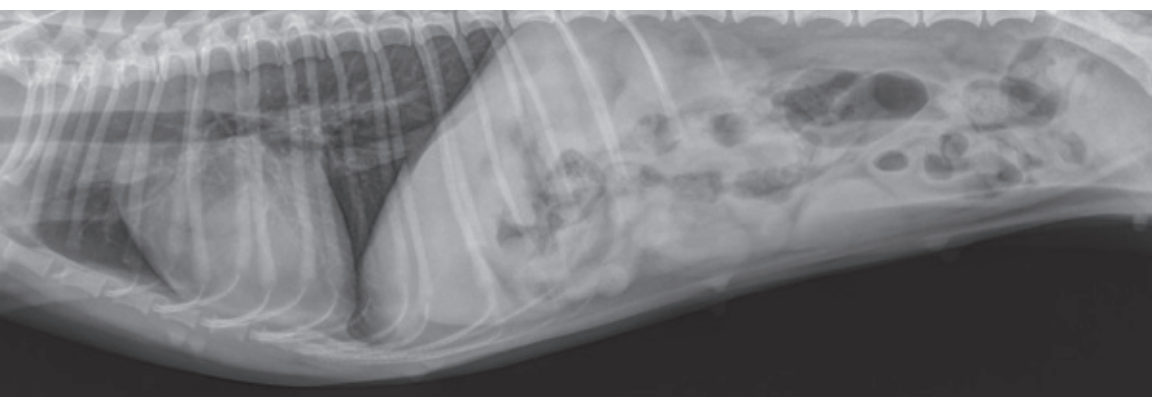




**IDEXX Telemedicine Consultants**  
radiology | cardiology | specialty services



Directory of Services 2014

**IDEXX**  
LABORATORIES

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## Contact Us

### Telephone Numbers

Sales and Customer Care .....	1-800-726-1212
ECG Telephone Transmission .....	1-800-347-8300
24-Hour Technical Support .....	1-800-726-1212
Invoice Questions .....	1-800-814-1147

### Fax Numbers

ECG, lab work and documents for consults .....	1-888-357-0321
Domestic .....	1-800-922-2904
International .....	011-207-556-4493

### Online

Website .....	<a href="http://idexx.com/telemedicine">idexx.com/telemedicine</a>
Case Submission .....	<a href="http://vetmedstat.com">vetmedstat.com</a>
General Information .....	<a href="mailto:telemedicinesupport@idexx.com">telemedicinesupport@idexx.com</a>

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## Hours of Operation

**Online Submission** .....available 24/7/365

**Technical Support** .....available 24/7/365

### Holiday Schedule

Closed for ECG Telephone Transmission and Flat Film Interpretation on the following U.S. holidays:

- New Year's Day, Wednesday, January 1
- Memorial Day, Monday, May 26
- Independence Day, Friday, July 4
- Labor Day, Monday, September 1
- Thanksgiving Day, Thursday, November 27
- Christmas Day, Thursday, December 25

On Christmas Eve and New Year's Eve: closed at 3:00 p.m. ET for ECG Telephone Transmissions and Flat Film Radiograph Interpretation.



## 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 patient outcomes, all while making the entire experience easy and professionally rewarding.

That's why our consultants work collaboratively with you to provide not just a quality report, but a critical understanding of the specialized medicine behind each expert evaluation.



# Radiology Services



“ With IDEXX Telemedicine Consultants as part of our team, we feel we have become better doctors and are able to offer even better care to our patients. ”

*Cindy McCauley, DVM, Animal Emergency Center of West Houston, Houston, TX*

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

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## Radiograph and/or Sonogram Consults\*

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

- ⌚ Routine: Within 4 hours
- ⌚ STAT: Within 1 hour

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## Advanced Imaging Consults

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

- ⌚ Routine: Within 24 hours
- ⌚ STAT: Within 4 hours

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## Equine Consults

A radiologist provides a detailed written interpretation of radiographs in conjunction with patient medical history. Prepurchase examinations are also available.

- ⌚ Routine: Within 24 hours

\*Flat Film Radiograph Interpretation available Monday–Friday 11:00 a.m.–8:00 p.m. ET, Saturday 11:00 a.m.–3:00 p.m. ET. Send flat films to 9200 SE Sunnybrook Blvd. Suite 460, Clackamas, OR 97015.

# Cardiology Services and Equipment

**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.

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## Cardiac Consults

### Imaging Consult

A cardiologist provides a detailed written assessment of a radiograph and/or echocardiogram with or without an ECG in conjunction with patient medical history. The report provides diagnostic and therapeutic recommendations.

- ⌚ Routine: Within 8 hours Monday–Friday 7:30 a.m.–11:00 p.m. ET, Saturday 8:00 a.m.–9:00 p.m. ET
- ⌚ STAT: Within 1 hour Monday–Friday 7:30 a.m.–11:00 p.m. ET, Saturday 8:00 a.m.–9:00 p.m. ET<sup>†</sup>

### ECG Consult\*

A detailed written assessment of the patient's ECG in conjunction with patient medical history. The report provides diagnostic and therapeutic recommendations.

- ⌚ Routine: Within 8 hours Monday–Friday 7:30 a.m.–11:00 p.m. ET, Saturday 8:00 a.m.–9:00 p.m. ET
  - ⌚ STAT: Within 1 hour Monday–Friday 7:30 a.m.–11:00 p.m. ET, Saturday 8:00 a.m.–9:00 p.m. ET<sup>†</sup>
  - ⌚ Super STAT: Telephone callback within minutes Monday–Friday 7:30 a.m.–11:00 p.m. ET, Saturday 8:00 a.m.–9:00 p.m. ET<sup>†</sup>
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## Cardiac Screens

### ECG Screens

Brief assessments without therapeutic recommendations.

#### Pre-op

Brief assessment of the patient's cardiac risk for sedation or anesthesia.

#### Geriatric

Brief assessment of the senior patient's ECG.

#### Heartworm

Brief assessment of the ECG related to risk of heartworm treatment.

#### Pretherapy

Brief assessment of the ECG related to administration of cardiotoxic therapies.

- ⌚ ECG Screen: Within 30 minutes Monday–Friday 7:30 a.m.–11:00 p.m. ET, Saturday 8:00 a.m.–9:00 p.m. ET

\*ECG Telephone Transmission available Monday–Friday 7:30 a.m.–11:00 p.m. ET, Saturday 8:00 a.m.–9:00 p.m. ET.

<sup>†</sup>STAT and Super STAT not available on Exotic and Large Animal Consults.

# Specialty Services

**Expert second opinions.** For those cases when you've wanted to get the second opinion or treatment recommendation of a respected peer—now you can.

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## Internist Consult

### Routine Consult

An internist provides a detailed written treatment plan based on patient medical history, lab work and radiologist's interpretation.

⌚ Within 24 hours Monday–Friday

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## Dental Consult

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

⌚ Within 4 hours Monday–Friday 8:00 a.m.–5:00 p.m. ET

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## Exotic Consult

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

⌚ Within 24 hours Monday–Friday

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## AAHA Evaluation

As an additional service, IDEXX consultants can evaluate your radiographic and sonographic images to determine whether they comply with American Animal Hospital Association (AAHA) quality guidelines. To comply with AAHA regulations, you must include a copy of your own interpretation of the study.

⌚ Within 24 hours Monday–Friday

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## Ambulatory Monitoring Services

### Holter Monitor (available in U.S. only)

A Holter monitor documents the frequency and severity of an arrhythmia over a 24-hour period. It is also used to determine the necessity or efficacy of antiarrhythmic therapy. Specialists evaluate the results and provide a written report.

⌚ Within 5 business days from return of monitor



# Standard Terms and Conditions

Unless otherwise agreed in an agreement signed by IDEXX Telemedicine Consultants, radiograph, sonogram, 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, records, 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, sonogram, 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 and are not guaranteed for hard copy submissions.

**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.

IDEXX IS NOT LIABLE FOR FAILURE TO PERFORM DUE TO CIRCUMSTANCES BEYOND ITS REASONABLE CONTROL. UNDER NO CIRCUMSTANCES WILL IDEXX BE LIABLE TO YOU OR ANY OTHER PERSON FOR LOSS OF PROFIT OR USE, SPECIAL, INCIDENTAL, CONSEQUENTIAL, INDIRECT, EXEMPLARY, PUNITIVE OR MULTIPLE DAMAGES, INCLUDING WITHOUT LIMITATION FOR LOSS OF GOODWILL, DATA OR EQUIPMENT OR FOR BUSINESS INTERRUPTION, ARISING OUT OF THE USE OF OUR SERVICES OR FAILURE OR DELAY IN DELIVERING SUCH SERVICES, WHETHER BASED ON WARRANTY, CONTRACT, TORT OR OTHERWISE, EVEN IF IDEXX WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR LOSSES.

# Standard Terms and Conditions *continued*

IDEXX's total liability to you in connection with any work described herein for any and all injuries, losses, expenses, demands, claims or damages whatsoever arising out of, or in any way related to, the work herein covered, from any cause or causes, shall not exceed an amount equal to the lesser of (a) damages suffered by you as the direct result thereof, or (b) the total amount paid by you to IDEXX for the consultation. We accept no legal responsibility for the purposes for which you use the consultation results. Some jurisdictions do not allow the exclusion or limitation of special, incidental, consequential, indirect, exemplary, punitive or multiple damages or the limitation of liability to the actual price paid for the product or service, so the above limitations may not apply to you. IDEXX's limited warranty gives you specific legal rights, and you may also have other rights that vary from jurisdiction to jurisdiction. IDEXX shall not accept any purchase order or other order for work that includes any conditions that vary from the above described Standard Terms and Conditions, and IDEXX hereby objects to any conflicting terms contained in any acceptance or order submitted by you.

**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.

**Collection and use of personal information.** IDEXX collects your personal information in order to provide you with the products and services you request, to inform you about products or services that we think may be of interest to you, and for other limited purposes. IDEXX may disclose personal information to third parties in certain circumstances, including as needed to fulfill your requests or otherwise in accordance with our privacy policies. IDEXX does not disclose personal information to third parties for their own marketing purposes. Please note that your information may be stored and processed in the United States, countries of the European Union, and elsewhere. Full information about IDEXX's privacy policies can be viewed at [idexx.com](http://idexx.com). If you do not want to receive unsolicited commercial information, please contact IDEXX by telephone at 1-800-544-1104 or by email at [fax-unsubscribe@idexx.com](mailto:fax-unsubscribe@idexx.com). Incoming telephone calls to IDEXX may be monitored for training purposes only.

**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.



**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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