IDEXX Telemedicine Consultants

radiology | cardiology | specialty services

Directory of Services 2015
Contact Us

Telephone Numbers
Sales and Customer Care ................................................................. 1-800-726-1212
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 ........................................................................................... idexx.com/telemedicine
Case Submission ............................................................................ vetmedstat.com
General Information ................................................................. telemedicinesupport@idexx.com

Hours of Operation

Online Submission ........................................................................ available 24/7/365
Technical Support .......................................................................... available 24/7/365

Holiday Schedule
Closed for cardiology and specialty consultations 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

On Christmas Eve and New Year’s Eve: closed at 3:00 p.m. ET for cardiology
and specialty consultations.
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.
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.

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

- 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.

- Standard: Reports returned within 24 hours
- STAT: Reports returned within 4 hours

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

- Standard: Reports returned within 24 hours
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 8:00 a.m.–9:00 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.

- **Standard:** Reports returned within 8 hours
- **STAT:** Reports returned within 1 hour†
- **Super STAT:** Telephone callback within minutes†

Cardiac Screens
Brief assessments of ECG 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.

- **Pre-chemotherapy**
  Brief assessment of the ECG related to administration of cardiotoxic therapies.

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

*ECG Telephonic Transmission available Monday–Friday 7:30 a.m.–9:00 p.m. ET, Saturday 9:00 a.m.–3:00 p.m. ET. Submissions using the CardioPet ECG Device do not require telephonic transmission and can be submitted 24/7/365.
†STAT and Super STAT not available on Exotic and Large Animal Consults.
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.

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

- Reports returned within 24 hours, Monday–Friday

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

- Reports returned within 4 hours, Monday–Friday 8:00 a.m.–5:00 p.m. ET

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.

- Reports returned within 24 hours, Monday–Friday

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.

- Reports returned within 24 hours, Monday–Friday

Ambulatory Monitoring Services

Holter Monitor
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.

- Reports returned within 5 business days from return of monitor
The new IDEXX 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.

The NEW 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.

- **Consult** with a board-certified cardiologist.

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

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

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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.
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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