



Let's Get Digital!

We are excited to introduce Telehealth Consults for certain medical concerns of existing patients. This allows us to follow up on health concerns in the comfort of your own home! Additionally, if your pet is in the clinic for an appointment, you can be virtually present for their exam while sitting in your vehicle (or at home if someone else brought your pet to the clinic for you).

In order to get started, you will need to have a tablet or a smart phone to download the Teletails app

1. Go to your Play Store or your App Store and search for **Teletails**
2. Download the app to your phone or tablet
3. Launch the app and choose *Create and Account*
4. Choose *Pet Owner* and enter your name in the fields provided (and a picture if you desire!)
5. Enter an email address that you check regularly, and confirm this email
6. Create a password (and don't forget to write it down!) - this does require 8 characters, at least one lower case, one upper case, one number, and a special character (whew!!)
7. Enter your phone number (some communications will come via text)
8. Choose your state of residence
9. FINALLY - choose *Create Account*

Once you have this set up, you must link to Lake Road Animal Hospital. To do this, enter the code **LRAHK** in as the provider code, then click *Search*. Once we come up, ensure that the circle to the left of our name and address is filled in with blue and click *Add Provider*. Select us again in the next screen and click *Continue*.

The next step is to add your four (or three!) legged friend! Scroll down to MY PETS and click *Add Pet*.

1. Choose the option to *Add new pet*
2. Enter their name, type of animal, age, breed, and gender
3. Enter a picture so we know how cute they are!
4. Click *Add Pet*
5. Continue steps 1 (except now it will say *Add Pet*) through 4 if you wish to add other pets to your account

Finally, once you have entered the pet we will be consulting with you about, it is time to actually **START THE CONSULTATION!!**

1. Scroll back to the top and click *Start Consultation*
2. Information will come up regarding our general fees and information regarding the consultation itself. If you agree, click *Agree & Continue*
3. Choose the pet you wish to consult about by clicking on their name
4. Select your provider (don't know? That's ok, choose either doctor and we'll change it if needed on our end!)
5. Answer the Triage questions honestly - this will ensure that a Telehealth consult is appropriate for your pet's concern. Click *Continue*
6. Click on *Select Payment Method* and then *Add Credit Card*. Enter in the requested information, and click *Save New Card*
7. Add in a Subject (1-2 words, even your pet's name would be fine), then add in a description of the reason we are consulting about your pet
8. Click *Start consultation* and the office will be notified

The office will contact you (if a time has not already been set up) to give you a window of time that the veterinarian will be able to video conference with you. Please ensure that both you and your pet are ready at the appointed time and be ready for our staff to start the video call. Once the call has been started, choose to join and the conference begins. We look forward to seeing you (digitally!) soon.