

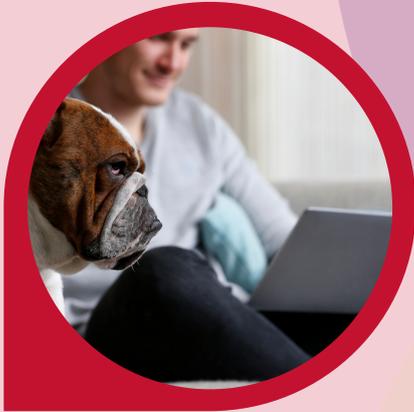
# Video Consultations

How to get the most out of your video consultation.



## Accessing the consultation

You will receive a time, date and link to join the video consultation. Please make sure you arrive in good time, like any other appointment. This will also give you the chance to test your microphone and camera.



## Choosing a location for the consult

A well lit and quiet location, away from distractions with good internet connection. Try to set your device down on a stable surface in a landscape position. This way your hands will be free to make notes and handle your pet.

## What will happen during the call?

You can talk to the vet just like you are in the surgery. Speak clearly towards the computer, looking at the screen. You may need to take a picture or present your pet to the camera. Try to get a clear image, you may require assistance from another household member. If there is a problem, don't panic we will call you.



## What happens afterwards?

Your vet will provide you with clear instructions, which could include keeping an eye on the problem, dispensing of medication or seeing your pet in person.

Last but not least . . . get your pet ready,  
we will speak to you soon.

