



Overview/description

Integrating virtual care: Bridging the gap between virtual and in-person care

Virtual care is reshaping the future of veterinary medicine. In this webcast, we will explore its transformative potential, debunk common misconceptions, and provide practical guidance on integrating these technologies into daily practice. Featuring expert speakers Dr. Koharik Arman, Leilani Mustillo, RVT, and Dr. Sharon Quinn, this session will empower attendees with the knowledge and tools needed to enhance their practice, improve client satisfaction and patient outcomes, and stay ahead in an evolving industry.

Speakers' bio and credentials



Koharik Arman, DVM, Director of Virtual Veterinary Care, TELUS Health MyPet

Dr. Ko graduated from the Atlantic Veterinary College at the University of Prince Edward Island in 2007. Although originally from the East Coast, she practised for many years at the iconic Cats Only Veterinary Clinic in Vancouver, BC, founded by Dr. Margie Scherk in the 1980s, which later became VCA Cats Only Animal Hospital. She has also spent time treating hyperthyroid cats with radioiodine at North West Nuclear Medicine for Animals and serves on the board of directors for the Canadian Veterinary Medical Association - Society of British Columbia Veterinarians (CVMA - SBCV) Chapter, currently in the capacity of Vice President. After 15 years, Dr. Ko left clinical practice in April 2022, and with a passion for enabling Canadian pet owners' access to veterinary care, joined the TELUS Health MyPet team in April 2022.



Leilani Mustillo, RVT, CEO and Co-Founder of Animal HealthLink

With over 15 years of experience in veterinary medicine, Leilani has transitioned from hands-on clinical work to focusing on virtual care solutions that address the challenges faced by many veterinary practices and professionals. She enjoys zombie movies and hanging out with her family and friends in her spare time.



Sharon Quinn, DVM, Co-Founder, CEO, and Medical Director of Smart.Vet

Dr. Quinn has 20 years of experience as a clinical veterinarian and 18 years of experience in practice ownership. She is currently the owner of two companion animal hospitals in the Greater Toronto Area. She is co-founder and CEO of Smart.Vet, a 24/7 virtual veterinary care service that provides relief to existing brick and mortar clinics while allowing greater access to care for their patients. Smart.Vet also provides access to care for animals in remote communities without readily available physical veterinarians. Dr. Quinn is passionate about the use of innovation in veterinary medicine to improve the experiences of pets, their families, and the veterinary medical teams who serve them.

Questionnaire

1. What are some of the benefits to virtual care?

- It replaces the primary care veterinarian
- Access to care from nearly anywhere
- Additional revenue stream for the practice
- B and C**
- All of the above

2. What is one of the ways you can incorporate virtual care into your practice?

- New puppy and kitten education sessions
- To assist in the management of chronic conditions/palliative care
- Nutrition and behaviour consultations
- Reevaluations following routine surgery
- All of the above**

3. What does VVCA stand for?

- Virtual Veterinary Care Association
- Veterinary Virtual Care Association**
- Virtual Veterinarian Consortium of America
- Virtual Veterinary Care Alliance



- 4. Regulations are evolving in Canada. Which of the following is most true?**
- There are provinces in Canada that allow a VCPR to be established remotely, but remote prescribing is not permitted in any province currently
 - Remote VCPRs and prescribing are permitted in multiple provinces, but in general, prescribing is restricted to short term, until the patient can be seen in person
 - Neither remote VCPRs nor remote prescribing are currently permitted in any province in Canada
 - All provinces are currently permitting the practice of veterinary medicine including prescribing to take place remotely, with some guardrails in place
- 5. Virtual care includes:**
- Telemedicine
 - Wearable monitoring devices
 - Radiology analysis
 - All of the above
- 6. True or False. Virtual care routinely puts patients at risk.**
- True
 - False
- 7. It is important to understand how practicing veterinary medicine is defined in the province in which you are practicing virtual care since:**
- Each province will have their own definition of what constitutes practicing veterinary medicine
 - There may be specific regulations as to what members of the team can practice veterinary medicine and the level of supervision required
 - Where you can practice veterinary medicine (e.g., brick and mortar facility) may differ in each province
 - All of the above
- 8. Which ONE of the following statements is TRUE?**
- Only clients who are technologically adept should book veterinary telemedicine appointments
 - Evidence shows that access to telemedicine dissuades pet owners from seeking out appropriate hands-on care for their pets when it's required
 - Virtual physical examinations divulge important medical information necessary to treating veterinarians
 - The option of veterinary telemedicine results in delayed time to treatment for patients' medical issues
 - Telemedicine is not useful for chronic disease management



9. Which ONE of the following statements is FALSE? Veterinary telemedicine provides opportunities for pet owners to:

- Obtain important veterinary medical expertise and treatment when in-person vet care is inaccessible
- Access veterinary care without significant stress to fearful pets
- Easily and efficiently attain additional veterinary guidance to fine-tune management of their pet's chronic conditions
- Skip annual physical examinations since their pet(s) can see their veterinarian virtually

10. True or False. When conducting telemedicine consultations with new patients, veterinarians should use their limited consult time to focus solely on their presenting issues.

- True
- False

PERSONAL INFORMATION:

First name:

Last name:

Type:

(Veterinarian, Technician)

Licence number:

Province where you practise:

Email:



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CERTIFICATE OF COMPLETION

Educational webcast

**Integrating virtual care:
Bridging the gap between virtual and in-person care**

Presented by

**Koharik Arman, DVM, Leilani Mustillo, RVT and
Sharon Quinn, DVM**

This document confirms that

Dr. Lorem Ipsum

has viewed the above-mentioned webcast and has answered and submitted the questionnaire meant to evaluate the understanding of the content.

Date:

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