

# IDEXX Telemedicine Consultants

- | Radiology
- | Cardiology
- | Specialty services

**IDEXX**

2025  
Service Guide



# Contact Us



## Telephone numbers

**Sales and Support:** 1-800-726-1212

**Invoice Questions:** 1-800-814-1147

## Online

**Support and general information:** [telemedicinesupport@idexx.com](mailto:telemedicinesupport@idexx.com)

**Website:** [idexx.com/telemedicine](https://idexx.com/telemedicine)

**Case submission:** [vetmedstat.com](https://vetmedstat.com)

## Hours of Operation

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

**Customer Support:** available 24/7/365

## Service holiday schedule

Closed for all services other than radiology on the following U.S. holidays:

- **New Year's day:** Wednesday, January 1st
- **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

*Christmas Eve and New Year's Eve: closed at 3:00 p.m. ET for cardiology and specialty consultations. Open for radiology service.*

# What's inside?



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# Accurate reports. Actionable advice. Available 24/7.

IDEXX Telemedicine Consultants offers comprehensive diagnostic insights whenever you need them - so you can deliver the best patient care with confidence. Whether you need radiology, cardiology, or other speciality services, our board-certified experts are ready to help.

With over 160 board-certified specialists globally, IDEXX offers unmatched expertise. Our rigorous protocols ensure high-quality, peer reviewed cases.



# Radiology assessments. Our sole focus is the patient.

We prioritize cases based on medical need, and you can help by choosing the case type that most accurately describes your patient's condition. This allows us to focus on helping all of our customers achieve the best outcomes for their patients. When submitting your radiology request on [vetmedstat.com](https://vetmedstat.com), you will be asked to select one of the following service types:

 **Non-Urgent** 3 days

 **Priority** 4 hours

 **Routine** 24 hours

 **STAT** 1 hour

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**Note:**

- Teleradiology services are in high demand, and turnaround times are impacted by demand fluctuations. Refer to [vetmedstat.com](https://vetmedstat.com) for turnaround times, and select the service type that best represents your patient's medical need. Refer to [vetmedstat.com](https://vetmedstat.com) for weekend fees and service information.
- Some services may be unavailable during periods of high demand. Check VetMedStat for current service availability.



**Radiology Services**

# Insights for routine and complex cases.

Our radiology consultants offer expert interpretations to help you improve patient health and maximize your investment in digital technology.

**Small-animal services** available 24/7/365

## Radiology consults

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

### **Non-Urgent** 3 days

Select this service type when a patient issue is not medically urgent (hip dysplasia screens, senior screens, chronic follow-ups, chronic lameness, etc.).

### **Routine** 24 hours

Select this service type when a patient is sick or in the hospital and you need answers quickly (metastasis screen, metabolic disease assessment i.e. Cushings, diabetes, etc., chronic urinary cases).

### **Priority** 4 hours

Select this service type when you need expedited answers (stable trauma patients, recent onset of coughing, recent onset of vomiting or diarrhea).

### **STAT** 1 hour

For critical patients (heart failure, possible GI obstruction, unstable trauma, acute respiratory distress, urinary obstruction).

**Note:** Check [vetmedstat.com](https://vetmedstat.com) for turnaround times, service availability, and weekend pricing.



### Advanced imaging consults

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

- ✔ **Routine:** Reports returned within 24 hours
- 🕒 **Priority:** Reports returned within 12 hours
- ★ **STAT:** Reports returned within 4 hours

### Equine and large-animal services available Monday–Friday

### Radiology consults

A radiologist provides a detailed written interpretation of the radiographs in conjunction with patient medical history.

- ✔ **Routine:** Reports returned within 48 hours

### Advanced imaging consults

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

- ✔ **Routine:** Reports returned within 48 hours\*

### Prepurchase evaluation

Two radiologists review each exam and provide a detailed written interpretation of the radiographs in conjunction with patient medical history.

- ✔ **Routine:** Reports returned within 48 hours\*

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**Note:** Second opinions may incur an additional charge. Extended ultrasound studies will incur additional fees. Please refer to [idexx.com/telemedresources](https://www.idexx.com/telemedresources) for ultrasound study definitions.

\*Turnaround times may be longer during peak times. Additional fees may apply.



**Adding IDEXX Telemedicine into the hospital's image capture workflow makes the hospital more efficient while increasing staff confidence.**

**Cardiology Services**

# 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, 9:00 a.m.–6:00 p.m. ET;
- Sunday, Noon–4:00 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.

- 🕒 **Routine:** Reports returned within 8 hours
- ★ **STAT:** Reports returned within 1 hour

**Cardiac screens**

Brief assessments without therapeutic recommendations.

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

\*On average, ECG screens are returned in under 10 minutes.



**Know the estimated case turnaround time before the hospital submits a case.**



**Specialty services**

# Expert second opinions.

Quick second opinions or treatment recommendations from a respected peer.

**Services** available Monday - Friday

**Internist consults**

An internist provides a detailed written treatment plan based on patient medical history, laboratory tests, and radiologist's interpretation. Abdominal ultrasound with interpretation is also available.

✔ **Routine:** Reports returned within 1–3 days

**Dental consults**

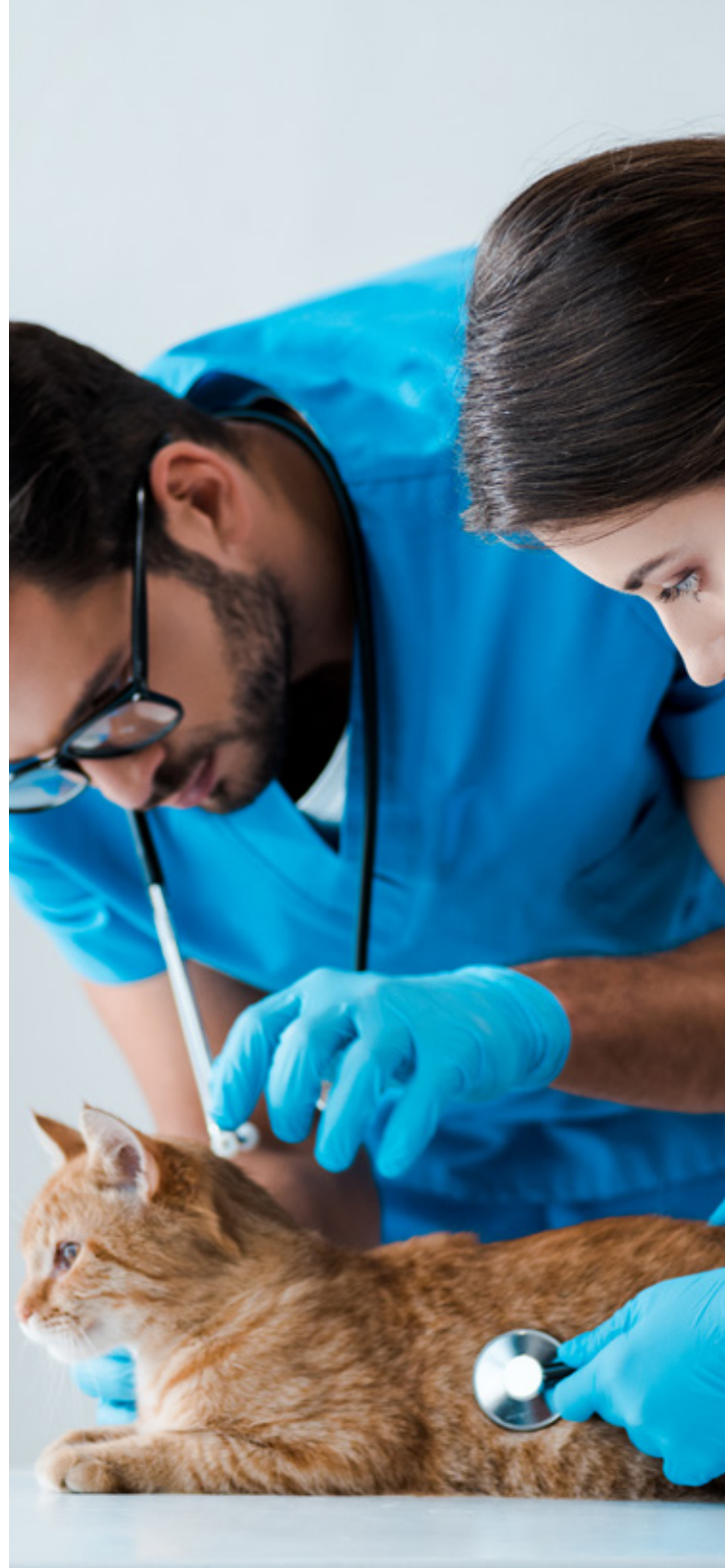
A dentist provides a detailed written interpretation of dental radiographs and/or photos in conjunction with patient medical history. Dental CT is also available.

✔ **Routine:** Reports returned within 24 hours

**Dermatology consults**

A dermatologist provides a detailed written interpretation based on a pathology report and/or photos in conjunction with patient medical history.


✔ **Routine:** Reports returned within 1–3 days



**A guided submission process ensures our team has what they need to read the hospital's case, and integration with IDEXX PIMS via Web PACS increases efficiency.**

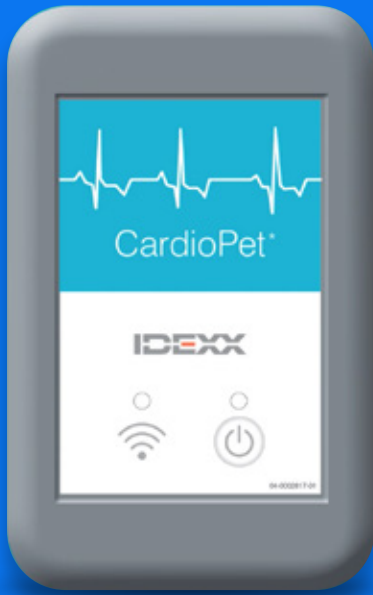
**Exotic consults**

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

 **Routine:** Reports returned within 24 hours



**Support and onboarding is performed by a subject matter expert, available globally 24/7/365.**



# Screen without skipping a beat.

CardioPet ECG Plans are the easy, fast, affordable way to identify potentially hard to detect arrhythmias.

Include an ECG screen for all patient wellness check ups, especially geriatric or high risk breed visits. Capture and submit an ECG screen pre-operatively to establish a baseline and check for potentially dangerous arrhythmias prior to surgery.

Instances of arrhythmias\*\*



Enroll today!

Call 1-800-726-1212 or visit [idexx.com/ECGplans](https://www.idexx.com/ECGplans)



## Routine ECG screens fit into your workflow with the CardioPet® ECG Device

- Capture ECGs in just 3 minutes
- Review 6 leads at once on a single screen
- Get results in under 10 minutes on average.\*

## 2025 USA CardioPet® ECG plan subscriptions

Plan name	Screens per month	Cost per additional screen	CardioPet device included*
Intro	5	\$25.00	No
Basic	10	\$20.00	Yes
Premium	20	\$15.00	Yes
Pro	40	\$12.00	Yes

\*Times and prices may vary. Results guaranteed in under 30 minutes.  
 \*Offer valid only for practices that have not yet purchased a CardioPet ECG Device. A 12-month commitment is required.  
**Note:** Newly enrolled practices may earn two IDEXX Points for each case submitted. Each IDEXX Point is worth one dollar toward the purchase of any IDEXX product or service (no cash value). See [idexx.com/points](https://www.idexx.com/points) for terms and conditions. Charges for ECG screens performed over the monthly plan allotment will be assessed at the cost of an individual screen indicated in the plan contract.  
**Reference**  
 Data from "Frequency of Arrhythmias Detected in Patients using a Computer Aided Electrocardiogram" Jessica Solomon, Amara H. Estrada, Deborah Grimaldi, Erica Casteneda, Donald Szlosek, Allison Spake. Small Animal Clinical Sciences, University of Florida, College of Veterinary Medicine, Gainesville, FL, USA., IDEXX Inc., Westbrook, Maine



### **Standard terms and conditions**

Unless otherwise agreed in an agreement signed by IDEXX Laboratories, Inc. or one of its affiliates, all services that we provide you, including laboratory testing services, consulting services, data collection, analysis and interpretation, and other reference laboratory-related services, are governed only by our standard terms and conditions found at [idexx.com/naterms](https://idexx.com/naterms). Your purchase or use of our services indicates your acceptance of these standard terms.

### **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.

