

# NEW BOLTON CENTER ANNOUNCES NEW TELEHEALTH SERVICE

**Dear Veterinarian,**

The unprecedented speed and impact of the novel coronavirus (COVID-19) pandemic has challenged us to rethink how we can continue to deliver an exceptional level of veterinary care to our clients and our community during this time.

In an effort to bridge any physical disconnect felt amid the COVID-19 environment, and in order to continue to deliver unencumbered, collaborative support to our referring veterinarian community, New Bolton Center has launched a new, innovative telehealth service for large animals. This service includes **free teleconsultations for on-site veterinarians in the field.**

Through a suite of teleconferencing software, mobile cameras, and rapid file-exchange systems, New Bolton Center's veterinary specialists can provide real-time support, evaluation, and guidance to on-site veterinarians in the field. The on-site veterinarians can then use the information to diagnose and treat their patient in-person.

## **How New Bolton Center's Teleconsultation Service Works:**

- The on-site veterinarian will request a consult with a specific clinical service.
- The on-site veterinarian and the tele-clinician from New Bolton Center will evaluate a case, aided by telecommunications technology and the on-site veterinarian will maintain the responsibility of diagnosis and treatment.
- The New Bolton Center tele-clinician will send reports and monitor records as well as follow-up.

Please note that the teleconsultation service will not substitute professional courtesy and exchange of ideas, nor is it meant to be a substitute for traditional referrals. Also be advised that a Veterinarian-Client-Patient-Relationship (VCPR) cannot be established by electronic means. Your patients will remain under your care, while we provide another route for you to offer your patients the best care possible.

In addition to teleconsultation appointments, we are also offering telemedicine appointments for New Bolton Center Field Service clients.

As a reminder, New Bolton Center's hospital remains open for emergency and medically necessary cases.

**To schedule a free teleconsultation with a New Bolton Center specialist,** please contact **Dr. Cris Navas** at [navasdes@vet.upenn.edu](mailto:navasdes@vet.upenn.edu) or (979) 229-4937.

For more information about New Bolton Center's telehealth service, please visit [www.vet.upenn.edu/newbolton-telehealth](http://www.vet.upenn.edu/newbolton-telehealth).

Sincerely,

**New Bolton Center**

EXCEPTIONAL CARE.  
HERE, EVERYONE GETS IT.

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