



Telemedicine Terms of Service

1. By participating in a telemedicine consultation, you accept the following terms of service. If you do not agree to be bound by these terms, please contact our reception to arrange an alternative in-person appointment.
2. You have understood and accept the limitations and precautions outlined to you at the time of booking or by the veterinarian conducting the telemedicine consultation at the start of, or during, the consultation.
3. Where you have authorised us verbally to proceed with this consultation or any veterinary treatment or procedure, this will constitute your consent or the consent of the animal(s)' owner if you have indicated to us that you are authorised to act on behalf of the owner. You confirm that you willingly and knowingly provided this consent to the veterinarian you were speaking to.
4. A telemedicine consultation may only be performed if the veterinarian conducting the telemedicine consultation:
 - a. has recently performed a physical examination of your animal(s) at our clinic;
 - b. has assumed responsibility for making judgements regarding the health and welfare of your animal(s) and the need for treatment, with your agreement;
 - c. that veterinarian has sufficient knowledge of your animal(s) to at least initiate a general or preliminary diagnosis of your animal(s)' medical condition;
 - d. decides that a telemedicine consultation is appropriate and consistent with the care regime of your animal(s) after assessing all available information;
 - e. conducts the consultation in the State or Territory in which our clinic is located; and
 - f. you are the owner of the animal(s) or you have been authorised by the owner to seek veterinary advice or assistance for the animal(s).
5. A telemedicine consultation may also be performed in an emergency, if an alternative is not possible, in which case the consultation may be performed until suitable arrangements can be made for the continuing care of the animal(s). You understand that advice in this situation may be limited to general recommendations.
6. We may refuse to undertake a telemedicine consultation or provide or suggest treatment if any fee(s) are owed to the clinic at the time of the telemedicine consultation.
7. Each telemedicine consultation is limited to only one animal at a time and will be invoiced separately.
8. Before the telemedicine consultation commences, we may ask you to provide personal information including your name, address, phone number, credit card details and other information necessary or helpful to undertake the telemedicine consultation.
9. Under applicable veterinary professional rules, we are required to make and retain records of any consultation and advice provided to a client. We may record (by audio and/or visual means) your telemedicine consultation to satisfy our professional obligations and for use in your animal(s) ongoing care, or for quality improvement or veterinary training purposes.
10. Payment of our consultation fee is due by the end of the consultation by credit card. We do not offer telemedicine services on account. Where you authorise us to process payment for your consultation using your credit card, you agree that we may charge your credit card (using the details provided

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- by you) for the cost of the consultation. You understand that this charge may be processed by us via a third party payment gateway.
11. You acknowledge and agree that where a request for the payment of our consultation fee is returned or denied, for whatever reason, by your financial institution or is unpaid by you for any other reason, then you are liable for any costs, including banking fees and charges, associated with the telemedicine consultation.
 12. You consent to the collection, use and disclosure of personal information (as defined by applicable privacy legislation) for the purposes of accessing our telemedicine consultation service. Your personal information may be collected by, or disclosed to, a third party service provider(s) engaged by us to provide administrative, payment or other services (such as a payment provider and/or telemedicine platform provider(s)). We will not use or disclose personal information for any purpose other than providing telemedicine consultation services and any resulting veterinary treatment, without your consent.
 13. We will make every reasonable effort to ensure the confidentiality and security of all information transmitted or received by us electronically however, we cannot guarantee, the quality of any electronic communications, and we assume no responsibility for the introduction of any virus into any software or electronic systems and any resulting loss of data.
 14. You will not hold us liable for any loss, damage, cost or expense you might incur as a result of the use of, or reliance upon, the materials which appear at any third party site. Your access to and use of third party websites is solely at your own risk.
 15. The use of third party providers and websites as part of our consultation service may be subject to additional terms and conditions, which you should read before your consultation.