



Important information prior to your video or telephone consultation

At the time of booking, you will have been allocated an appointment date and time. Please ensure that you have the appropriate device with you, adequate internet/mobile signal and the ring turned on at your appointment time.

If you are booked in for a video consult please ensure you have downloaded PetsApp. We can help you with this or from a smartphone or tablet (not a desktop) click on the following link which will take you to the AppStore for you to download PetsApp, then install and add your pet's details.

<https://petsapp.com/bishopton-vets-ripon>

Please note that while we do our best to keep to appointment times, there are occasions when we are providing urgent care to other patients which can cause a short delay. Please accept our sincere apologies if this happens – your patience is truly appreciated.

For a video consultation please have your pet with you. You can use the small circle with two circular arrows on it at the bottom of your screen to switch out of 'selfie' mode when the vet needs to see your pet. It will help if you are in a room with good light, but you may also aid visibility for the vet by turning on the torch on your mobile phone or tablet.

If you need to show the vet a wound or lump, it can be helpful to trim some fur over the area in advance or send a picture prior to the consultation to ensure it can be seen adequately. For lameness or behaviour issues consider sending us some video footage. Pictures and videos can be sent either via PetsApp or emailed to admin@bishoptonvets.co.uk

In most cases the vet will recommend appropriate treatment via the telephone or video consultation. If medication is to be dispensed, this will be organised at your local branch and a member of our Client Care Team will call you when it is available for collection.

Video and telephone consultations are charged at £25. If a physical examination at the surgery is then recommended this will be charged at £7.50 so long as it occurs within 24 hours.

At the end of a PetsApp call you will be asked to rate the call and provide feedback. Any comments you provide will be used to improve this exciting new service.

We look forward to your consultation and thank you for your custom