

TERMS AND CONSITIONS FOR e-CONSULTATIONS

I am registered as a veterinarian in Queensland and there is mutual recognition of veterinarians across State and Territory borders. However I am bound by the Veterinary Surgeons Act and Regulations of Qld and also the medicine dispensing laws of the Queensland regulated by Biosecurity Queensland and Qld Health. This means that I may not be able to prescribe restricted (S4) medicines for your goats depending on the laws of the jurisdictions and whether the animal owner meets the jurisdictions' criteria of being a bona-fide client of the Veterinarian. Veterinarians are however able to provide educational tele-advice to anyone, anywhere.

The advice given by me is provided in good faith but is limited and may not take into account all your circumstances. In particular, I, as the e-consultation Veterinarian, am giving advice without being present with the animal to physically examine it and its environment or perform tests and checks and collect samples in the same way as when your goat attends a veterinary surgery or veterinary hospital, and therefore there may be an increased risk of error in clinical judgement. You must be aware of and accept this risk. I encourage you to record the goat's rectal temperature prior to contacting me.

Also, recommendations as to diagnosis, treatment and best standards of practice are constantly evolving in the veterinary industry, and opinions between Veterinarians may differ from one another. Thus, to the extent permitted by law, no warranty as to accuracy, completeness or appropriateness of the advice is given. You must therefore consider the appropriateness of the advice to your own and your animal's circumstances before acting on the advice. However I do continuing education well above the requirements need for registration by the Queensland Veterinary Surgeons Board and also have alerts for recently published scientific papers on goat medicine and surgery.

Limitations to Services

I can make no guarantee or representation that Services are provided immediately upon request or within any determined time frame. Therefore, I cannot be held liable for any damage or loss arising from Your reliance on me including by late supply of service or information.

The advice given by me is provided in good faith but is limited and may not take into account all your circumstances. In particular, I will be giving advice without being present with the goat to physically examine it and its environment or perform tests and checks and collect samples in the same way as when your goat attends a veterinary surgery or veterinary hospital, and therefore there may be an increased risk of error in clinical judgement. You must be aware of and accept this risk. Also, recommendations as to diagnosis, treatment and best standards of practice are constantly evolving in the veterinary industry, and opinions between Veterinarians may differ from one another. Thus, to the extent permitted by law, no warranty as to accuracy, completeness or appropriateness of the advice is given. You must therefore consider the appropriateness of the advice to your own and your animal's circumstances before acting on the advice.

I as your e-consultation veterinarian cannot guarantee that my Services will help You achieve any specific goals or results including to diagnose, treat, cure, or prevent any disease or condition. Reliance on e-consultation is solely at Your own risk.

Interaction between animal owners and Veterinarians

You will civilly and respectfully interact with me as the e-consultation Veterinarian and not use inappropriate language or behaviour. If You engage in threatening, abusive, intimidating, aggressive, defaming or otherwise inappropriate behaviour, I will terminate the session not accept any more e consultation requests. Fortunately this has never happened.

Also remember that I will not comment on another veterinarian's case unless that veterinarian has asked for my help. Referrals must be from your veterinarian.

Records

Any photos or videos sent to me before or during or after the e-consultation may be used by me for education and training purposes. However your privacy will be protected and no names will be used. Read also the Privacy policy on the About Use page of this website.

I follow-up with an email detailing in writing my advice including any dose rates for suggested treatments. For this reason it is preferred that goat owners contact me by email (goatvetoz@gmail.com) rather than Facebook IM as these then have to be cut and pasted into a Word document to be saved on my files. These emails can be shared with your local veterinarian who can also contact me by phone or email.

Recordings

During a Zoom session, I may arrange with Your permission to record the session . This may be needed for detailed interviews i.e. when developing a tailored written worm control plan for your farm. You must not video or tape record the session without my permission which would be given but is not necessary as there will be a follow-up email of my advice.

If you have paid for my Zoom training and are provided with the link and password, this must not be shared with anyone else and is for use only for you and your partner. Goat clubs or organisations can contact me if they wish to have a public showing to their members. Two goat organisations have contracted me in the past to provide monthly training webinars, which are now a permanent resource on their websites.

Payment

If the invoice sent after the e-consultation is not paid in a timely manner then no further requests will be accepted. First advice is generally free but there is a small fee (generally \$30) for subsequent advice. Points of clarification about emailed advice do not result in a charge but must be within a couple of days of the original advice.