VRTCVM
VETERINARY MEDICAL CENTER

Client Guide

865-974-8387
vetmed.tennessee.edu/vmc
Welcome!

The UTCVM Veterinary Medical Center is dedicated to providing compassionate care for our patients. The wide variety of complex diseases and injuries treated at the Veterinary Medical Center allows our students, future veterinarians, to experience the breadth of veterinary medicine practiced at the highest standard of care possible.

Our comprehensive veterinary healthcare facility operates under the umbrella of the UT College of Veterinary Medicine, one of only 30 accredited veterinary colleges in the country. Located at the UT Institute of Agriculture, the Veterinary Medical Center includes the John & Ann Tickle Small Animal Hospital; the Avian, Exotic Animal & Zoological Medicine Hospital; the Equine Hospital; the Farm Animal Hospital; the Equine Performance & Rehabilitation Center; and the UTCVM Diagnostic Laboratory Services.

Equipped with advanced diagnostic and therapeutic medical equipment, UTCVM serves as a resource for veterinarians and their clients throughout the Southeast region and the nation. Our Diagnostic Laboratory Services receive and process specimens from around the world. We value our relationships with the veterinarians who refer patients to us and promise to provide the same standard of care for your animal that we want for our own.

UTCVM Veterinary Medical Center Hours
Monday – Friday  8:00am – 5:00pm

24/7 EMERGENCY SERVICE
During regular business hours, a referral from your primary veterinarian is preferred. On nights, weekends, or holidays, no referral is required.

UTCVM Pharmacy Hours
Monday – Friday  8:00am – 7:00pm
Saturday       8:00am – 1:00pm
Sunday         Closed
Referrals

Animals are referred to UTCVM by primary veterinarians for specialized care. Together, we provide the best possible care for the patient.

When is a referral required?

Most services at the John & Ann Tickle Small Animal Hospital (dogs and cats) require a referral for an appointment. If a referral is required, you will be asked to contact your veterinarian. Your primary veterinarian is an important member of our team and can help determine which of our specialty services is needed to address your animal’s condition. If your animal has an emergency during regular business hours, we prefer that you first talk to your primary veterinarian. If specialty emergency care is needed, a referral can be provided to UTCVM.

When is a referral not required?

No referrals are necessary for patients of:
• Avian, Exotic Animal & Zoological Medicine Hospital
• Equine Hospital
• Equine Performance & Rehabilitation Center
• Farm Animal Hospital

Within the John & Ann Tickle Small Animal Hospital, no referrals are necessary to make an appointment with:
• After-hours Emergency (weekdays after 5:00pm, weekends, and holidays)
• Behavior
• Dermatology (referrals preferred)
• Physical Therapy & Rehabilitation
Scheduling

Call UTCVM Client Services at 865-974-8387 or email vetclientservices@utk.edu to schedule your appointment. Appointments may be made Monday – Friday between 8:00am – 5:00pm. Messages received during regular business hours are returned the same day. Messages left after regular business hours are returned the following business day.

To ensure your animal is scheduled with the appropriate service, it is best if your primary veterinarian submits the referral form or contacts us prior to scheduling the appointment. Please be sure to bring all forms and medical information provided by your veterinarian to the appointment. For information about using pet insurance, see page 12.

Typically, diagnostic imaging and medical procedures are not performed the same day as your animal's initial evaluation. It may be necessary for your animal to stay overnight or return the following morning. If you would like a list of pet-friendly hotels in the Knoxville area, call 865-974-8387 or email vetclientservices@utk.edu.

NOTE: If your animal has a history of aggressive behavior, please let us know when you schedule the appointment and when you register on the day of the appointment so our staff can prepare for your visit. For the safety of our personnel, we reserve the right to decline care for animals with overly aggressive behavior.

What to expect at your appointment

To learn more about what to expect at your animal’s appointment, visit tiny.utk.edu/UTCVMVisitInfo to find pre-appointment information for each of our hospitals’ services.
Registration

Upon arrival at UTCVM Veterinary Medical Center, one of our Client Services specialists will assist with your registration. We will need to:

• verify your contact information and your animal’s medical information
• obtain insurance information on your animal’s policy, if applicable
• collect a copy of your animal’s vaccination records or verify that vaccines are current
• confirm your primary veterinarian’s information so we can efficiently communicate the progress and results of your animal’s visit

Patient care

Our clinical services (see full list on pages 14-15) are led by specialists who are responsible for and oversee the care of all patients. Each medical team includes a board-certified veterinary specialist, resident and intern veterinarians, licensed veterinary technicians, fourth-year veterinary students, and veterinary assistants. These individuals are responsible for the care of your animal and for prompt communication with you and your veterinarian. Please do not hesitate to ask for clarification if you are unsure of the names of individuals on your animal’s medical team.
Physical Examination

Your appointment will begin with a fourth-year veterinary student who will gather information about your animal’s medical history and will perform a physical examination. The student will review the information with a supervising veterinary specialist who will then join you to discuss the initial findings before taking your animal to one of our treatment rooms. Our veterinarians supervise every step of your animal’s treatment and care. Please keep in mind that this appointment may be lengthy, depending on your animal’s condition and the test(s) and/or treatment(s) needed.* In some situations, drop-off appointments may be available. Please discuss your options with the veterinary specialist after the initial appointment to find out if this is available for your next visit.

During the diagnostic and/or treatment phases of your animal’s visit, a member of our veterinary medical team will keep you informed regarding your animal’s condition. We will discuss diagnostic and treatment plans with you and obtain consent forms from you before performing any necessary procedures.

Cost estimates

Following the examination of your animal, you will receive an estimate of the approximate cost of services, procedures, tests, medications, and supplies to treat your animal.* This cost estimate reflects only the initial diagnostic and treatment plan. Cost is subject to change based on your treatment decisions or changes in your animal’s condition. Updated estimates will be provided during your animal’s stay.

If you have any billing questions or concerns about our payment policy, please contact our Business Office at 865-974-8756 Monday – Friday between 8:00am – 5:00pm or email cvmbusiness@utk.edu.

*Treatment options and outcomes will be discussed to ensure that you can make a well-informed decision. If your pet has to be transferred from the admitting service to another service, a $100 transfer fee will apply. You have the right to decline any or all treatments suggested for your animal.

WiFi

The University of Tennessee provides a free public wireless internet connection for use at many locations on campus, including the Veterinary Medical Center. To connect, choose the network: ut-open and follow the prompts on your device.

1. Do you have a UT NetID? Select No
2. Scroll down to the Unsponsored Guest log in
3. Enter your email address and submit – now, you’re connected!
Visiting your animal

Being separated from your animal for prolonged medical treatment can be difficult. If your animal needs to be hospitalized, you and your veterinary medical team can determine when visitation is best for your animal. Arrangements for visiting hospitalized patients must be made in advance with the veterinarian who is caring for your animal. Please keep in mind that extenuating circumstances may alter visitation plans. If your animal is in our Intensive Care Unit (ICU), we ask that you call ahead. Our ICU is a busy place and also serves as our emergency room. We appreciate your understanding.

Discharge from the hospital

When your animal is ready to go home, you will receive detailed discharge instructions from a member of your veterinary medical team, including:

- detailed information about treatments we provided and care needed after discharge from the Veterinary Medical Center
- recommended follow-up care and recheck appointments at UTCVM or with your primary veterinarian

A copy of your discharge instructions will also be sent to your primary veterinarian.

Requesting copies of your animal’s diagnostic images

If you would like copies of the diagnostic images that were taken while your animal was in our care, we are happy to provide them for you. Please call the UTCVM Digital Imaging Facilitator at 865-974-2223 or 865-974-5809 to request these images.
The UT Veterinary Social Work (VSW) program offers support services to both pet owners and veterinary medical providers. Your veterinary medical team may invite VSW staff to support you during your animal’s care, or you can request support directly. We know how important your companion is to you and understand the heartache and worry you may be experiencing.

**VSW support offered**

- during illness & treatment
- when making difficult decisions
- during euthanasia & natural death
- after an animal’s death, through grief support

**VSW services available at no charge**

- Individual, Couples, or Family sessions — face-to-face or over the phone
  - 4 sessions for individuals whose animals *have not* been patients at UTCVM
  - 8 sessions for individuals whose animals *have* been patients at UTCVM
- Pet Loss Support Groups for any member of the community
- Seasonal Pet Memorial Celebrations for any member of the community

*If you would like more information or wish to speak with a Veterinary Social Worker, please call the VSW Helpline 865-755-8839, Monday – Friday 10am – 5pm.*

More information regarding Veterinary Social Work can be found at [vetsocialwork.utk.edu](http://vetsocialwork.utk.edu) or by emailing [vetsocialwork@utk.edu](mailto:vetsocialwork@utk.edu)

Attending to human needs at the intersection of veterinary and social work practice.
UTCVM Pharmacy

Our pharmacy is staffed with licensed pharmacists and licensed pharmacy technicians. We offer compounding drug services for referring veterinarians and clients. Prescriptions are usually available within 3 hours of faxed receipt during business hours. Most orders received before 4:00pm are filled the same day.

Please be aware that some compounding preparations may take up to 24 hours to fill.

Our pharmacy offers various delivery options to referring veterinarians and clients. Please call the UTCVM Pharmacy at 865-974-5670 for more information.

UTCVM Pharmacy Hours
Monday – Friday 8:00am – 7:00pm
Saturday 8:00am – 1:00pm
Sunday Closed
Holiday Please inquire
Outpatient Imaging

UTCVM offers outpatient MRI and CT scans through our Veterinary Imaging Services. This provides you and your veterinarian direct access to our specialized diagnostic imaging technologies, which represent the standard for evaluation of a variety of neurological, musculoskeletal, and oncologic disorders. This service is by referral appointment only.

Pet Food Orders

UTCVM provides nutrition consultation services to veterinarians and pet owners for obesity management, homemade diet formulation, critical care nutrition, and commercial diet recommendations for dogs and cats with various health or metabolic problems.

To place a pet food order, please call 865-974-8387 or email utvns@utk.edu.

Emergency Care

We accept emergency patients 24/7 at UTCVM Veterinary Medical Center. Patients are seen according to the severity of their condition; therefore, patients may not be seen in the order they arrive. In order to coordinate follow-up care, we will request your primary veterinarian’s contact information (if applicable) so we may contact your veterinarian the following business day.

24/7 EMERGENCY SERVICE

During regular business hours, a referral from your primary veterinarian is preferred. On nights, weekends, or holidays, no referral is required, but please call before arrival, if possible.
Financial Policy

We make every effort to provide reasonable costs for services; however, modern veterinary care can be costly. We do not have the funds to provide free or low-cost care. Fees charged for UTCVM services support the operation of the UTCVM Veterinary Medical Center, whereas funding from the state of Tennessee supports the UT College of Veterinary Medicine teaching program. Our fees are comparable to those of regional private specialty clinics.

Treatment options and outcomes will be discussed to ensure that you can make a well-informed decision. You have the right to decline any or all treatments suggested for your animal.

To receive an updated bill of your animal’s treatments and services during the treatment process, please contact UTCVM Client Services by calling 865-974-8387 Monday – Friday between 8:00am – 5:00pm.

If you have any billing questions or concerns about our payment policy, please contact our Business Office at 865-974-8756 Monday – Friday between 8:00am – 5:00pm or email cvmbusiness@utk.edu.

Payment

Payment is required at the time of service. If your animal is hospitalized, half of the estimate is due prior to services being provided; the final payment is due when your animal is discharged. We accept cash, checks, VISA, Mastercard, American Express, Discover, and CareCredit. CareCredit offers financing for everything from routine veterinary appointments to emergency situations or surgeries. To learn more, ask a UTCVM Client Services representative or visit carecredit.com/vetmed.

Insurance

If your animal is insured, please provide the name of the insurance company when you schedule the appointment and provide a claim form when you register on the day of the appointment. Owners are responsible for payment to our hospital and our Health Information Department will submit your claim for you. We do not accept direct insurance payment for services.
Privacy Policy

We maintain confidentiality for our clients and patients in accordance with the Tennessee Veterinary Practice Act. We do not disclose information about you or your animal to anyone except those parties that are listed on the Authorization for Release of Information form. UTCVM Veterinary Medical Center personnel and students will also have access to this information.
John & Ann Tickle Small Animal Hospital and Avian, Exotic Animal & Zoological Medicine Hospital

- Anesthesiology
- Behavior
- Cardiology
- Community Practice
- Dentistry
- Dermatology
- Diagnostic Imaging
- Emergency & Critical Care (Level 1 Certified Trauma Facility)
- Hyperbaric Oxygen Therapy (HBOT)
- Internal Medicine
- Neurology
- Nutrition
- Oncology
- Ophthalmology
- Orthopedic Surgery
- Physical Rehabilitation
- Radiation Oncology
- Shelter Medicine
- Soft Tissue Surgery

AAHA-accredited Hospitals: Champions for Excellent Care

As an AAHA-accredited veterinary hospital, we hold ourselves to a high standard. Pets are our passion, and keeping them healthy is our #1 priority. Here, we strive to deliver excellent care, because your pet deserves nothing less.

Learn more about AAHA accreditation and why our accreditation is important to you and your pet by visiting aaha.org/petowner.
Equine Hospital
• Anesthesiology & Acupuncture
• Diagnostic Imaging
• Emergency & Critical Care
• Emergency Relief Service
• Equine Field Service
• Equine Internal Medicine
• Equine Reproduction
• Equine Surgery

Equine Performance & Rehabilitation Center
• Chiropractic Care
• Cold Saltwater Therapy
• Dynamic Endoscopy
• Equine Regenerative Medicine and Stem Cell Therapy
• Farriery and Podiatry
• Free Walker Conditioning
• Hyperbaric Oxygen Therapy (HBOT)
• Lameness Diagnostic Service
• Laser Therapy
• Underwater Treadmill
• Whole Body Vibration Therapy

Farm Animal Hospital
• Anesthesiology
• Diagnostic Imaging
• Emergency & Critical Care
• Emergency Relief Service
• Farm Animal Field Service
• Farm Animal Internal Medicine
• Farm Animal Reproduction
• Farm Animal Surgery

Diagnostic Laboratory Services
• Anatomic Pathology
• Clinical Pathology
• Endocrinology
• Histology
• Immunohistochemistry
• Immunology
• Microbiology (Bacteriology, Mycology)
• Molecular Diagnostics
• Parasitology
• Pharmacology
• Virology
From Alcoa Hwy 129 take exit Neyland Dr. Univ. of Tenn (TN-158). Turn left onto Neyland Drive.
Directions

Coming from Chattanooga, Georgia, and areas south of Knoxville:
Take I-75 N toward Knoxville. I-75 will merge into I-40 E. Take exit 386B to merge onto US-129 S/Alcoa Hwy toward Airport/Smoky Mts. After 1.0 mile, take the TN-158/Neyland Drive, Univ. of Tenn exit. In 0.3 miles, turn left onto TN-158/Neyland Drive. In 0.3 miles, turn left onto Joe Johnson Drive. Take 1st right onto River Drive. Destination will be on the left.

Coming from Nashville or areas west of Knoxville:
Take I-40 E to Knoxville. Take exit 386B to merge onto US-129 S/Alcoa Hwy toward Airport/Smoky Mts. After 1.0 mile, take the TN-158/Neyland Drive, Univ. of Tenn exit. In 0.3 miles, turn left onto TN-158/Neyland Drive. In 0.3 miles, turn left onto Joe Johnson Drive. Take 1st right onto River Drive. Destination will be on the left.

Coming from North Carolina, or areas east of Knoxville:
Take I-40 W toward Knoxville. Take exit 386B to merge onto US-129 S/Alcoa Hwy. In 1.3 miles, take the TN-158/Neyland Drive, Univ. of Tenn exit. In 0.3 miles, turn left onto TN-158/Neyland Drive. In 0.3 miles, turn left onto Joe Johnson Drive. Take 1st right onto River Drive. Destination will be on the left.

Coming from E. Kentucky (Lexington, etc.) and areas north of Knoxville:
Take I-75 S. Continue onto I-275 S. Follow signs for I-40 W/I-75 S/Nashville/Chattanooga. Take exit 386B to merge onto Alcoa Hwy/US-129 S/TN-115 S/TN-73 S (toward Airport/Smoky Mountains). In 1.3 miles, take the TN-158/Neyland Drive, Univ. of Tenn exit. In 0.3 miles, turn left onto TN-158/Neyland Drive. In 0.3 miles, turn left onto Joe Johnson Drive. Take 1st right onto River Drive. Destination will be on the left.

Coming from Maryville, Alcoa, and Madisonville (areas south of Knoxville):
Take US-129 N. Take the TN-158/Neyland Drive, Univ. of Tenn exit. In 0.3 miles, turn left onto TN-158/Neyland Drive. In 0.3 miles, turn left onto Joe Johnson Drive. Take 1st right onto River Drive. Destination will be on the left.

While in Knoxville...

If you’re not familiar with the Knoxville area, you may be wondering what to do or where to eat while you’re here. To find out more about what the area has to offer, check out VisitKnoxville.com, give them a call at 800-727-8045, or stop by the Knoxville Visitors Center at 301 S Gay Street, Knoxville, TN 37902.
We advocate for the wellbeing of the animals we care for as we also strive to comfort the people who are bonded with them.

Thank you for choosing UTCVM Veterinary Medical Center for your animal’s care.
EMERGENCY & Critical Care
VETERINARY MEDICINE

865-974-8387
24/7 EMERGENCY CARE

Weekdays 8am - 5pm
Referral from your veterinarian preferred

Nights, Weekends or Holidays
No referral required

UNIVERSITY OF TENNESSEE | COLLEGE OF VETERINARY MEDICINE
2407 River Drive | Knoxville, TN

vetmed.tennessee.edu/vmc