



What to Expect: Neurology

EVALUATION APPOINTMENT INFORMATION & GUIDELINES

GENERAL INFORMATION

The Neurology Service is staffed by board certified neurologists, neurology residents, interns, veterinary students, and a veterinary technician, who work as a team to provide your pet with the best possible care.

During your visit you will meet with a student and a doctor, who will obtain a medical history and perform an examination. The initial appointment usually takes one to two hours, and sometimes slightly longer. The Neurology/Neurosurgery Service sees emergencies as well as scheduled appointments, and occasionally a critical patient may have to take precedence. We appreciate your understanding.

Following the initial assessment, the doctor will provide recommendations for any diagnostic tests or treatments (i.e. MRI, CT), including expected cost of the initial health care plan, and duration of any hospitalization. If necessary, your pet will then be admitted to the hospital for diagnostic tests or treatment.

During hospitalization, we will provide updates regarding results of any tests or treatments. **Not all diagnostic tests or treatments may be available the day of your pet's initial appointment.**

COMMUNICATIONS

We will need to know the optimal way to contact you during the time your pet is in the teaching hospital and for follow-up recommendations. In order to optimize communication pathways, outgoing call numbers are typically blocked, so you will need to be able to be reached at a phone that accepts blocked calls.

All information from your pet's visit with the Neurology Service at UTCVM Veterinary Medical Center is shared with your primary veterinarian. It is your responsibility to ensure that we have the correct information regarding your pet's primary and referring veterinarians.

FEES

Your veterinarian may be able to provide a rough cost estimate for the visit based on the general nature of your pet's problems. A more specific estimate of the cost of evaluation will be given to you during your first visit. Adjustments to this estimate will be given to you if changes develop or are anticipated during your pet's evaluation or treatment.

FINANCIAL POLICY

The financial policy of the hospital requires full payment for the entire bill when your pet is discharged from the hospital. If your pet stays overnight, you will be required to submit half of the total expected cost as a deposit. We accept major credit cards, Care Credit, cash or check as forms of payments.

AGGRESSIVE ANIMALS

Aggressive animals needing medical or surgical care may be seen on a case-by-case basis and only with approval of the clinician in charge. Because appointments with aggressive animals must be coordinated with our Behavior Service, consultation with the service chief and your veterinarian is required. An additional professional fee will be applied for animals requiring assistance from the Behavior Service.

CANCELLATION POLICY

Missed appointments are inconvenient to our current and future patients. Please call us (865-974-8387) at least 24 hours in advance if you are unable to make your scheduled appointment. **UTCVM is located in the Eastern Time Zone.**

NEUROLOGY PRE-APPOINTMENT CHECKLIST

- Please have your primary veterinarian forward vaccination history to UTCVM **prior** to your appointment. Vaccinations must be up to date prior to the appointment unless there is a specific medical reason that your pet cannot be vaccinated.
- Please **DO NOT** feed your pet after midnight the night before the appointment unless otherwise indicated by your veterinarian (e.g., pets with low blood sugar). Water can be given up to the time of appointment.
- If your pet is diabetic, feed and administer insulin as usual.
- Give the morning medication as usual.
- Bring all medications that your pet is currently taking to your appointment. These should be in their original prescription containers.
- Bring copies of pertinent lab test results, medical records and all radiographs (films) from YOUR CURRENT AND PREVIOUS VETERINARIANS, INCLUDING SPECIALISTS, to the initial appointment or have your veterinarian(s) send them prior to the appointment. Digital images may be emailed to utvetref@utk.edu Advanced imaging such as CT, MRI and ultrasound, need to be brought on a CD in DICOM format.**
- If you have any pet insurance you want us to file, please bring the forms with you.

****Please note that all pets should be brought to the Veterinary Medical Center on a leash or in a pet carrier.****

Thank you for choosing UTCVM Veterinary Medical Center for your pet's care. We look forward to meeting you!