



Community Practice FAQs

Who is eligible to see Community Practice?

Dogs and cats belonging to any current faculty, staff, student of the University of Tennessee with an @utk.edu email address.

What kinds of appointments does Community Practice see?

Any appointment (wellness or sick) that you would see a primary care veterinarian for.

Why would I choose to see Community Practice over a local primary care veterinarian?

- Convenience. CP accommodates all clients' scheduling needs, especially with drop-off appointments.
- Teaching. You would be contributing to the education of our veterinary students, both in clinical skills as well as communications training.
- Exceptional care. Your pet is examined by a clinical veterinary student in addition to a supervising faculty clinician to receive the best care possible. Consultation with specialty services will be conducted on an as needed basis. The comfort of your pet will be ensured by Fear Free and low stress handling practices.
- Discount. All UT main campus affiliates and UTCVM affiliates receive an additional 10% and 20% discount, respectively on all bills.

Why may Community Practice not be right for me?

- If you want quick care. As a teaching service, every detail of each case is thoroughly addressed to ensure maximum teaching for our students and care of the patient.
- If you do not want to communicate primarily with a student clinician. The objective of this teaching service is to build competence and confidence in our clinical students to be practice-ready veterinarians. They deliver most, if not all, of the care and communications under the supervision of a supervising faculty clinician. Faculty will intervene as needed.

How do I get my pet seen by Community Practice for the first time?

To set up an appointment or get medications, all pets will first need a patient ID/medical record number (MR#). Please contact the scheduling desk via email at vetclientservices@utk.edu to obtain one.

How do I contact Community Practice for appointments or pet-related questions?

Please email vetcp@utk.edu or call 865-974-8387 to leave a detailed message. We return calls and emails during regular business hours only, M-F 8-5pm. After hours, if you feel your pet is having a medical emergency call 865-974-8387 to speak with ER. Please do not contact staff after hours with requests, as they may not be properly addressed. Appointments can also be scheduled with the front desk.

How do drop-off appointments work?

Typically, patients are dropped off between 730-830am. Your pet will be worked in between scheduled, waiting appointments. After an examination by student and attending clinician, you will be contacted to go over a plan for your pet and arrange pick up time by 4:30pm.

Where is Community Practice located?

Across from exam room #15 in room B149.

How do I get a Knoxville city license?

City License for residents in Knoxville City limits: \$5 altered/\$15 intact, lasts for 1 yr, issued to pets up to date on Rabies. Get it in the CP Office (room B149A1), request at time of appointment or via email to vetcp@utk.edu.



Community Practice FAQs *continued*

How do I obtain canine and feline vaccinations to give to my pet at home?

- Obtain your pet's medical record folder. You may request this by emailing vetclientservices@utk.edu
- Complete a pharmacy prescription* with product name (ex. "Ultra Duramune ½ ml Lepto" rather than "Lepto" and quantity needed.
- Submit the completed pharmacy prescription and medical record folder to a CP technician during business hours.
- Once approved, vaccines will be available for pick-up within 1 business day in the CP Vaccine Refrigerator (B149) for pick up. After hours vaccine access currently unavailable.
- Reminder: Rabies vaccines must be administered under the direct supervision of a licensed veterinarian. That veterinarian should sign the prescription form and the Rabies certificate issued to you for your pet. 4th yr vet students having successfully completed the CP rotation may administer their own pets' Rabies vaccine and CP doctor will sign the certificate and prescription.

What other products can I obtain from Community Practice?

SINGLE doses of heartworm, flea, and tick medication, pyrantel pamoate, microchips for regular clients, Vectra 3D and Movoflex (joint supplement). All are located in CP Omnicell (room B149A1); yes- if you're reading this and have an access code, even you can get these items. After hours access to this Omnicell is unavailable.

What preventive products come from the VTH Pharmacy?

- 6 PACKS of prevention (CP will sign/submit your completed pharmacy prescriptions* left in black dropbox outside the CP door for you to pay for and pickup at pharmacy).
- Bravecto- although dispensed as a single dose, duration of action is 12 wks
- Seresto collar- although dispensed as 1 unit, duration of action is up to 8mos
- ALL existing refills should be called in using the prescription # on package. Yes, regular meds, too.
- Contact VTH Pharmacy at 865-974-5670

Do I need a negative heartworm test for heartworm prevention script to be approved?

Prescriptions for heartworm prevention will be filled for dogs with a negative heartworm test from a Veterinarian's office within the past year. Cats do not need an annual heartworm test. Results may be emailed, faxed 865-974-8613, or dropped off in person if performed elsewhere. Although negative annual heartworm test results and/or an annual examination through community practice are strongly recommended for heartworm prevention approval, we will typically still approve your script on a case by case basis if you are educated about the risks. You understand heartworm disease and acknowledge that CP has no liability should your pet become heartworm positive on the preventive or have an adverse reaction.

How can I find out prices of products?

Prices for all products can be found by searching in the Hospital Computer System under "Browse Prescription cost" or emailing vetcp@utk.edu.

**Completed Pharmacy Prescriptions include a patient sticker on each copy, a current weight, product name, weight range of product if known, # of doses requested. Blank prescription forms are like pet hair. They can be found everywhere: the pharmacy, treatment rooms, etc.*