



VETERINARY MEDICAL CENTER

Client Guide



865-974-8387

vetmed.tennessee.edu/vmc

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Connect with us!



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@utvetv



@UTCVM University of Tennessee
College of Veterinary Medicine

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. Located at the UT Institute of Agriculture, the Veterinary Medical Center includes the John & Ann Tickle Small Animal Hospital; the Charles & Julie Wharton Large Animal Hospital; 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

LARGE ANIMAL EMERGENCY SERVICE OPEN 24/7

No referral needed. Please call ahead if possible.

UTCVM Pharmacy Hours

Monday – Friday | 8:00am – 6:00pm

Saturday | 8:00am – 1:00pm

Sunday | Closed

SMALL ANIMAL EMERGENCY SERVICE

Regular business hours:

Monday-Friday | 8am – 5pm

By referral only, during regular business hours.

After-hours ER:

Monday-Friday | 5pm – 12am

Weekends & Holidays | 8am – 12am

*No referral needed. Please call ahead if possible.
K9 officers injured in the line of duty will always be seen
regardless of time of day.*





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:

- Charles & Julie Wharton Large 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
- Physical Therapy & Rehabilitation
- Zoological Companion Animal Medicine

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. We communicate appointment scheduling primarily via phone and email. Booking notifications along with important pre-visit instructions are sent via email to the client prior to the visit. Appointment reminders are sent via text to clients who are opted in generally 3-5 days before the scheduled appointment. Please make every effort to include a valid client email address and cell phone number on the referral form. All referral paperwork should be emailed to vetclientservices@utk.edu.

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. For a list of pet-friendly hotels in the Knoxville area, visit this link <https://www.visitknoxville.com/places-to-stay/pet-friendly/>

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.

UTCVM VETERINARY MEDICAL CENTER

What to Expect: Medical Oncology

EVALUATION APPOINTMENT INFORMATION & GUIDELINES

GENERAL INFO:

This information is provided to you as a guide only. It is not intended to replace the information provided by your veterinarian. Please contact your veterinarian for more information.

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CANCELLATION POLICY:

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UTCVM VETERINARY MEDICAL CENTER

What to Expect: Soft Tissue Surgery

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Registration

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

- give you a parking pass from the registration desk to place it on the dash of your vehicle
- 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 and history and email them to vetclientservices@utk.edu or provide them for us to copy
- confirm your primary veterinarian's information so we can efficiently communicate the progress and results of your animal's visit

Client Coordinators: Here to Support You and Your Pet

At the University of Tennessee Veterinary Medical Center, Client Coordinators are here to guide and support you during your pet's visit. They assist with appointment preparation, help ensure smooth communication with your care team, and can connect you with our Veterinary Social Work team when additional support is needed. To speak with a Client Coordinator, call 865-974-8387 and ask to be connected.

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, veterinary residents and interns, licensed veterinary technicians, 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 senior 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 **Unponsored 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.





Veterinary Social Work

SERVICES

The Veterinary Social Work Services (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
(limited to those who live in Tennessee)
 - » 6 sessions for all individuals
- 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 or by emailing 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 – 6:00pm
Saturday	8:00am – 1:00pm
Sunday	Closed
Holiday	Please inquire



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 visit tiny.utk.edu/UTCVM-Nutrition or scan the QR code.



PLEASE NOTE: Therapeutic diet orders are only approved for pets that are active patients of the Veterinary Medical Center with a valid food prescription within our medical record system. If your order is denied, please contact the clinical service that made the diet recommendation for your pet.

Emergency Care

We accept emergency patients 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.

SMALL ANIMAL EMERGENCY SERVICE

Regular business hours:

Monday-Friday | 8am - 5pm

By referral only, during regular business hours.

After-hours ER:

Monday-Friday | 5pm - 12am

Weekends & Holidays | 8am - 12am

No referral needed. Please call ahead if possible.

K9 officers injured in the line of duty will always be seen regardless of time of day.

LARGE ANIMAL EMERGENCY SERVICE

OPEN 24/7

No referral needed. Please call ahead 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 cymbusiness@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

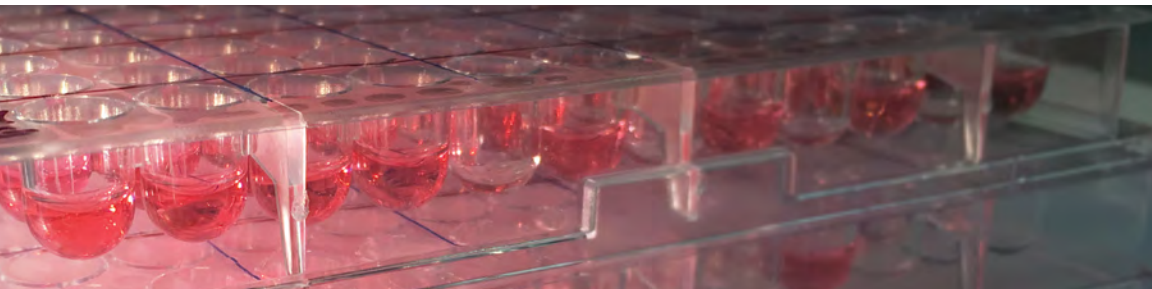
- Anesthesiology
- Behavior
- Cardiology
- Community Practice
- Dentistry
- Dermatology
- Diagnostic Imaging
- Emergency & Critical Care
- Hyperbaric Oxygen Therapy (HBOT)
- Internal Medicine
- Neurology
- Nutrition
- Obesity Center
- Oncology
- Ophthalmology
- Orthopedic Surgery
- Physical Rehabilitation
- Shelter Medicine
- Soft Tissue Surgery
- Zoological Companion Animal Medicine (Avian and Exotics)



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 aaaha.org/petowner.





Charles & Julie Wharton Large Animal Hospital

- Anesthesiology & Acupuncture
- Diagnostic Imaging

Equine Services

- Emergency & Critical Care
- Equine Field Service
- Equine Internal Medicine
- Equine Reproduction
- Equine Surgery

Equine Performance & Rehabilitation Center

- Chiropractic Care
- 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 Services

- Emergency & Critical Care
- Farm Animal Field Service
- Farm Animal Internal Medicine
- Farm Animal Reproduction
- Farm Animal Surgery

Diagnostic Laboratory Services

- Anatomic Pathology Services (Surgical Biopsy, Necropsy)
- Bacteriology/Mycology
- Clinical Pathology
- Endocrinology
- Parasitology
- Pharmacology
- Virology/Immunology



UTCVM VETERINARY MEDICAL CENTER

UT College of Veterinary Medicine

2407 River Drive

Knoxville, Tennessee 37996

From Alcoa Hwy 129
take exit Neyland Dr.
Univ. of Tenn (TN-158).
Turn left onto
Neyland Drive.

UTCVM VETERINARY MEDICAL CENTER



Joe Johnson Drive

UTCVM
College of
Veterinary Medicine

John & Ann Tickle
Small Animal
Hospital

Avian, Exotic Animal,
& Zoological
Medicine Hospital

Charles & Julie Wharton
Large Animal Hospital

Equine Performance
& Rehabilitation Center

Neyland Drive

River Drive

Service Drive

158

UT Gardens



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.**

The UTCVM Veterinary Medical Center Client Guide is a publication of the University of Tennessee College of Veterinary Medicine. Comments and suggestions for this or other UTCVM publications may be emailed to UTCVMnews@utk.edu.

The University of Tennessee is an EEO/AA/Title VI/Title IX/Section 504/ADA/ADEA institution in the provision of its education and employment programs and services. All qualified applicants will receive equal consideration for employment and admission without regard to race, color, national origin, religion, sex, pregnancy, marital status, sexual orientation, gender identity, age, physical or mental disability, genetic information, veteran status, and parental status.

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EMERGENCY & Critical Care

VETERINARY MEDICINE

865-974-8387

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THE UNIVERSITY OF TENNESSEE
VETERINARY MEDICAL CENTER

Real. Life. Solutions.™

UFCVM
INSTITUTE OF AGRICULTURE
THE UNIVERSITY OF TENNESSEE