



What to Expect: Cardiology

EVALUATION APPOINTMENT INFORMATION & GUIDELINES

GENERAL INFORMATION

The Cardiology Service is staffed by board certified cardiologists, cardiology residents, interns, veterinary students, and a licensed veterinary medical technician (veterinary nurse) who is specialized in cardiology. During your visit you will meet with a student and a primary clinician that have been assigned to your pet. The student and primary clinician, along with the cardiologist and veterinary technician, form a team to provide your pet with the best possible care. Your appointment is designed to provide time for us to meet you and your pet and make a plan for the day.

Cardiology appointments take between 2-3 hours (from start to finish). Once the physical exam is completed, the clinician will provide recommendations for diagnostic tests that need to be done, the expected cost for those tests, and the expected amount of time that will be needed to complete the diagnostic workup.

While we are performing the medical tests, you are welcome to stay in the waiting room or leave the hospital, but please verify your contact phone number with the student or clinician before leaving in case we need to reach you before your return. Any phone calls from the Cardiology Service will appear as private, blocked, or restricted phone numbers. If your phone is set up to not allow these types of numbers to go through, you will need to turn this off while visiting the clinic so we may reach you in case we have additional questions.

When you pick up your animal after the cardiology diagnostic tests are completed, you will again meet with the student and primary clinician to talk about results and plans. All cases are worked up by the cardiologist, but at times, the primary clinician will continue to provide the health plan and discuss the cardiology findings. A cardiologist is always available to answer any questions that you have about your pet's cardiovascular care. Feel free to ask to speak to the cardiologist any time your pet is here.

Not all diagnostic tests or treatments may be available the day of your pet's appointment.

COMMUNICATIONS

While your pet is at the veterinary medical center and for any follow-up communication, we need to know the best way to reach you. Remember, **to receive calls from the cardiology service, you will need to make sure your phone accepts private, blocked, and restricted phone numbers.**

All information from your pet's visit with the Cardiology Service is shared with the veterinarian that initially referred you to UTCVM. NOTE: The veterinary office who referred you might be different from the veterinary office who sees your pet on a regular basis. It is your responsibility to ensure that we have the correct information regarding your pet's primary veterinarian if you would like us to send them the same information that we send to the referring veterinarian.

FEES

Your veterinarian may be able to provide a rough cost estimate for your UTCVM visit based on the general nature of your pet's problems. A more specific estimate will be given to you after the clinician performs your pet's exam. If adjustments need to be made to this estimate, you will be contacted by the student and/or the clinician assigned to your pet's visit. No tests will be performed without your permission so there are no surprises on your final bill.

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 the 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.

RABIES VACCINATION

The Cardiology Service does require that your pet is current on their rabies vaccination. This is a state law and is in effect to protect you, your pet, and the Cardiology Service personnel. If there is an issue with updating the rabies vaccination, please reach out to the service. They are happy to make exceptions for certain health issues.

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.**

CARDIOLOGY 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.
- For pets **UNDER 6 months old:**
 - If your appointment is at **9:00 am or 10:30 am:** your pet may eat a small meal if it is eaten by 6 am.
 - If your appointment is at **1:00 pm or 2:30 pm:** your pet may have a small meal if it is eaten by 10 am.

*****We will also provide a snack for your pet once our diagnostic tests are completed so he/she does not become hypoglycemic.**
- For pets **OVER 6 months old:**
 - If your appointment is **before 1:00 pm:** withhold food at midnight the night before the appointment. Water can be given up to the time of appointment.
 - If your appointment is **after 1:00 pm:** withhold food at 6:00am the morning of the appointment. Water can be given up to the time of appointment.
- If your pet is diabetic, feed and administer insulin as usual.
- Give the morning medications as usual.
- Bring all medications that your pet is currently taking to the 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.**
- 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!