



# 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. During your visit you will meet with a student and a primary clinician. The student and primary clinician along with the cardiologist 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.

The initial appointment might take 1-3 hours and occasionally slightly longer. The clinician will provide recommendation for diagnostic tests, the health care plan expected cost, and the time we expect your pet will have completed the diagnostic workup. Your pet will then be admitted to the hospital for his/her diagnostic workup.

While we are performing the medical tests, you are welcome to stay in the waiting room or leave the hospital. A typical cardiology diagnostic health-assessment plan usually takes 2-3 hours. We try to accommodate clients who have driven long distances, but at times, the needs of very sick or critical patient have to take precedence. We appreciate your understanding.

When you pick your animal up following the cardiology assessment, 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 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 contact you. **In order to receive our calls, please make sure your phone accepts blocked numbers and/or turn off the "silence unknown caller" function. Phone calls from our hospital services may show up on your caller ID as "restricted" or "unknown caller." Please be prepared to answer these calls.**

All information from your pet's visit with the Cardiology 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.**

**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 appointments before 1:00pm, withhold food at midnight the night before the appointment. Appointments after 1:00pm, 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 medication as usual. All dogs and cats under 6 months old should be fed the morning of their appointment (do not withhold their food).
- 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](mailto: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!*