



# What to Expect: Dermatology

## EVALUATION APPOINTMENT INFORMATION & GUIDELINES

### GENERAL INFORMATION

You can expect to spend at least 3-4 hours at the clinic. Some cases require a full day if special tests are needed. We cannot predict this for you without first examining your pet, so please prepare to spend the day.

Most dermatology problems will require at least 2-3 follow-up visits. A single visit is rarely adequate, and some difficult problems require several visits over a period of months.

We will not perform allergy testing on the day of your initial visit. It is important for your pet to see us first so that we can ensure that allergy testing is indicated for them, as well as to plan for medication withdrawal and allergy testing on a follow-up visit.

### FEES

You may call and discuss the case for an estimate. All diagnostic tests and necessary medications are in addition to the office visit fee, and will be discussed with you prior to proceeding. Total costs are impossible to predict prior to examining your pet as each individual is unique.

### 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.**

### DERMATOLOGY SERVICE PRE-APPOINTMENT CHECKLIST

- DO NOT** feed your pet after midnight the evening before their appointment! Water is fine, but no solid food.
- If your pet is diabetic, feed and administer insulin as usual.
- All medications should be administered, unless directed otherwise.
- Bring all medications, wipes, shampoos, etc. that your pet is currently using to the appointment. These should be in their original containers.
- Do not bathe your pet for 5 days prior to the appointment.
- 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).**

**\*\*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!*

All information from your pet's visit with the Dermatology 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.

### 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.**