

What to Expect: Equine Surgery & Lameness Rehab

EVALUATION APPOINTMENT INFORMATION & GUIDELINES

GENERAL INFORMATION

The Equine Surgery, Lameness and Rehabilitation Service is staffed by board certified surgeons, board certified sports medicine clinicians, surgery and sports medicine residents, interns, a certified farrier, veterinary students, and licensed veterinary technicians. These individuals work as a team to provide your horse with the best possible care.

During your visit you will meet with a student and a clinician who will obtain a medical history and perform an examination. Your appointment is designed to provide time for us to meet you and your horse and plan for the day. Occasionally, an injured or critical patient may take precedence. We appreciate your understanding.

After the initial examination, you will be provided with recommendations for diagnostic tests, the health care plan estimated cost, and the expected time to complete the diagnostic workup for your horse. The diagnostic tests/treatments may take the remainder of the day. Not all diagnostic tests or treatments may be available the day of your horse's appointment. When you pick your horse up following the assessment, you will again meet with the student and primary clinician to talk about results and plans.

If your horse requires surgery, the primary clinician will discuss the surgery appointment date and time with you. A surgeon evaluates every case, but at times, a resident or intern veterinarian will continue to provide the health plan and discuss the findings. The surgeons are intimately involved with all surgical procedures and care of your horse.

If your horse requires hospitalization, please bring any medication, supplements or special feed he or she may need.

COMMUNICATIONS

We will need to know the optimal way to contact you during the time your horse is in the hospital and for follow-up recommendations. In order to protect the privacy of our phone lines, our outgoing call numbers are blocked, so you will need to be able to be reached at a phone that accepts blocked calls.

For hospitalized patients, we will call you at least once daily usually in the late afternoon/evening to update you on your horse's condition. All information from your horse's visit is shared with your referring veterinarian. It is your responsibility to ensure that we have the correct information regarding your horse'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 horse'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 horse's evaluation or treatment.

FINANCIAL POLICY

The financial policy of the hospital requires full payment for the entire bill when your horse is discharged from the hospital. If your horse 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.

LATE ARRIVALS

We understand that travel arrangements do not always go as planned. If you are running late for your appointment, please call 865-974-8387 to inform us of your estimated arrival time. Because of other appointments, procedures, and treatments that are scheduled throughout the day, there may be some additional wait times when you do arrive.

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.**