

# What to Expect: Medical Oncology

## EVALUATION APPOINTMENT INFORMATION & GUIDELINES

### GENERAL INFORMATION

The Oncology Service is staffed by a rotating group of board certified oncologists, residents, interns, fourth-year students, veterinary technicians and veterinary assistants. During your visit you will meet at least one student and doctor, but a team of individuals works behind the scenes to provide your pet with the best care during your visit to the Veterinary Medical Center.

The initial consultation in the examination room lasts 1 to 1.5 hours. This will provide sufficient time to review your pet's medical history, perform a thorough physical examination of your pet and discuss the case with veterinary students on the oncology rotation.

The oncology diagnostic evaluation usually consists of several parts and typically takes most of the day to complete:

- Consultation with an oncology clinician** regarding your pet's specific type of cancer, recommended staging tests and potential treatment options and prognosis.
- Laboratory testing and diagnostic imaging** such as blood work, fine needle aspirates, x-ray and ultrasound.
- Consultation with other services** such as surgery, neurology, dermatology, etc.
- Additional tests that may be performed include** a CT scan, biopsy and bone marrow aspirates.

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

**If it is determined that your pet requires surgery, a future appointment with the surgery service will be scheduled. Surgery will not be performed on the day of your Oncology 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 Oncology 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.**

## MEDICAL ONCOLOGY 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.
- Please **DO NOT** feed your pet after midnight the night before the appointment unless otherwise indicated by your veterinarian (e.g., pets with low blood sugar). 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.
- 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!*