



What to Expect: Physical Rehabilitation

EVALUATION APPOINTMENT INFORMATION & GUIDELINES

GENERAL INFORMATION

The Physical Rehabilitation Service is staffed by a veterinarian, veterinary technician (nurse), and veterinary assistant. During your visit you will work with various members of our Physical Rehabilitation Service.

The initial consultation in the examination room will last 1 to 2 hours and provides sufficient time for review of your pet's medical history, careful examination of your pet, and our team to discuss the treatment plan with you. You may be briefly separated from your pet for the physical rehabilitation evaluation. If the rehabilitation sessions are to begin the same day, it is possible you may observe part of the session, as long as your presence does not affect the pet's ability to perform the exercise. Pets may sometimes stay for the duration of the clinic day for additional tests, radiographic imaging or consultations with other clinicians.

Procedures requiring anesthesia are scheduled through the anesthesiology service and require recent blood work and an examination by the anesthesiologist, therefore the pet must be in the hospital early the morning of anesthesia.

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.**

For hospitalized patients, we will call you at least once daily usually in the late afternoon/evening to update you on your pet's condition.

All information from your pet's visit with the Physical Rehabilitation 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.

The Physical Rehabilitation Service offers individual treatment sessions as well as packages of ten treatment sessions for patients that will require ongoing therapy on a regular outpatient basis.

FINANCIAL POLICY

The financial policy of the hospital requires that payment be made at the conclusion of each visit for individual sessions. For clients who purchase package plans, half of the cost of the package will be due at the first visit with the balance paid by the conclusion of the last visit of the package. We accept major credit cards, Care Credit, cash or check as forms of payments.

AGGRESSIVE ANIMALS

Aggressive dogs and cats (pets that bite or scratch a stranger during normal handling or restraint) will NOT be admitted to the hospital. We have expertise in handling fearful and painful patients, which is different than purely aggressive patients. While we do our best to help provide medical care to all pets, we must refuse treatment to aggressive pets in order to protect the safety and well-being of your pet and our staff. Additionally, there is an increased risk of complications if we cannot examine your pet adequately prior to or during treatment.

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

Please let us know by 9 am the day of your appointment if you will be unable to meet your scheduled appointment time. Call 865-974-2993 and leave a message for the rehabilitation team. If you and your pet fail to cancel multiple (2 or more) scheduled appointments, the session(s) will be counted against the current package. We understand and appreciate that there may be extenuating circumstances and emergencies (car accidents, illness of you or your pet, etc.) that may cause you to miss your appointment. The clinician on duty will take this into consideration in relation to the cancellation policy. **UTCVM is in the Eastern Time Zone.**

PHYSICAL REHABILITATION PRE-APPOINTMENT CHECKLIST

- Please have your primary veterinarian forward vaccination history to UTCVM **prior** to your appointment. Vaccinations must be up to date (including Bordetella intranasal vaccine) prior to the appointment. Unvaccinated pets will not be treated.
- It is important that you meet the service clinicians during your first appointment time. Drop-offs may be approved by the clinician on duty for subsequent visits; however, you might not see a member of the Physical Rehabilitation team at the time of the drop off. Drop-offs are accepted through the front desk as early as 7:30am weekdays.
- We ask that all recurring appointments check-in with the front desk prior to your appointment. The front desk staff can address your scheduling needs as well as provide you with information on your pet's status in the current package as related to billing.

At the time of check in, the front desk will call a representative from rehab to come get you and your pet for the appointment. You may have a seat in the newer waiting room, near the wildlife mural while you wait for your rehabilitation representative. If your pet has difficulty walking to or in the waiting room, please call the operator at 865-974-8387 and have them page a rehab team member to assist you and your pet getting into the building.

- 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.**
- If you have any pet insurance you want us to file, please bring the forms with you. If you are seeking a payment plan option it is advised to do so prior to your appointment.

****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!