

What to Expect:

Zoological Companion Animal Medicine

EVALUATION APPOINTMENT INFORMATION & GUIDELINES

GENERAL INFORMATION

The ZCA Service is staffed by a rotating group of faculty, residents, interns, veterinary nurses, and veterinary students. During your visit you will meet at least one student and clinician, but “behind the scenes” a team of 6-8 individuals will be involved with your animal's care.

The initial consultation in the examination room will typically last 1 to 1.5 hours in order to review your animal's medical history, examine your pet, and have teaching discussions with students. Some animals may stay at least for the duration of the clinic day for additional tests or consultations with other clinicians. If you have time constraints, please communicate that at the beginning of the appointment. **Not all diagnostic tests or treatments may be available the day of your animal's appointment.**

Diagnostic imaging and medical procedures are typically scheduled for the following day (or when next available), so you should anticipate the need for your animal to stay overnight or return the following morning. Procedures requiring anesthesia generally require recent blood work. Procedures requiring general anesthesia are not done the same day as the initial evaluation.

COMMUNICATIONS

While your animal 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.**

Please be assured that we will contact you when there are major changes in your animal's condition. If you need to contact us, please ask for your primary clinician, technician or student by name and be prepared to leave a callback number. Other hospital personnel will NOT be able to give you information about your pet, especially after hours.

A summary of our evaluation will be provided to your referring veterinarian, in the form of a telephone call and/or letter. In most instances, your veterinarian will also receive a copy of the instructions given to you at the time your animal is discharged. It is your responsibility to ensure that we have the appropriate referral information at the time of your initial visit and that you advise us if you wish the information to be handled differently.

FEES

Your veterinarian may be able to provide a rough cost estimate for the visit based on the general nature of your animal'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 animal'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 need to be anesthetized in order to perform a complete physical exam and accomplish any indicated diagnostic tests.

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. Repeated “no show” or late cancel appointments may result in the service requiring the animal to be dropped off or seen through the Emergency Service for future care. **UTCVM is located in the Eastern Time Zone.**

ZOOLOGICAL COMPANION ANIMAL PRE-APPOINTMENT CHECKLIST

- Please have your primary veterinarian forward vaccination history to UTCVM prior to your appointment.
- Please **DO NOT** fast animals prior to appointments. If fasting is indicated prior to a procedure, this will be communicated to you.
- Give the morning medication as usual.
- Bring all medications that your pet is currently taking to your appointment. These should be in their original prescription containers.
- Visitation of hospitalized animals is encouraged and can be arranged with your clinician.
- It is important that you meet the service clinicians during your first appointment time. Drop-offs might be approved under certain circumstances for subsequent visits. In such cases, you will not see a doctor or student at the time of the drop off.
- 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.

****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!