

What to Expect: Ophthalmology

EVALUATION APPOINTMENT INFORMATION & GUIDELINES

GENERAL INFORMATION

The Ophthalmology Service is staffed by board certified ophthalmologists, ophthalmology residents, interns, veterinary students, and licensed veterinary technicians. During your visit you will meet with a student and a primary clinician. The student and primary clinician along with the ophthalmologist form a team to provide your pet with the best possible care. A typical ophthalmology health-assessment examination takes about one hour. Occasionally, the needs of a very sick or critical patient have to take precedence and your wait may be longer. We appreciate your understanding.

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

OPHTHALMOLOGY 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. Dogs should be current on their DHPP vaccine and cats should be current on their FVRCP vaccine.
- Food and water can be given as usual.
- 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.**
- 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!