



What to Expect: Soft Tissue Surgery

EVALUATION APPOINTMENT INFORMATION & GUIDELINES

GENERAL INFORMATION

The Soft Tissue Surgery Service is staffed by ACVS board certified and board eligible surgeons, surgery residents, interns, veterinary students, and a licensed veterinary technician specializing in surgical nursing. Together, they form a team to provide your pet with the best possible care.

During your visit you will initially meet with a student, who will collect a history, perform a physical examination, and review the information with the clinician and surgeon assigned to the case. This portion of the appointment usually takes an hour; however, delays may occur if our doctors are working with an injured or critically ill patient.

The clinician will then meet with you to review the findings and provide you with the surgeon's recommendations for diagnostic tests, the health care plan, expected cost, and the estimated amount of time needed to complete the diagnostic workup.

Your pet will then be admitted to the hospital for his/her diagnostic workup. While we are performing the medical tests, you are free to leave the hospital.

Once the diagnostic test results are completed and have been reviewed by doctors on the team, a Soft Tissue Surgery Service team member will contact you via phone or in person with the diagnostic findings and recommendations for treatment.

Not all diagnostic tests or treatments may be available the day of your pet's initial evaluation appointment. If surgery is required, the procedure may have to be scheduled at a different time. Patients scheduled for surgery the following day may be hospitalized overnight, or owners may elect to bring them back at 7:30am the morning of surgery.

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 Soft Tissue Surgery 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.**

SOFT TISSUE SURGERY 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. All animals over 4 months of age must be current on rabies vaccination. All dogs and cats should be current on their DA2P and FVRCP vaccines as well.
- 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 your 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!