



At VCVREC we understand your furry friend is a special part of your family and their illness is a source of uncertainty for you. Our trained, caring and compassionate nurses and doctors will do our best to minimize the stress for you and your pet.

## Preparing for your Internal Medicine Consultation

Please bring the following to your appointment:

- Bring a copy of your pets' most current vaccines, bloodwork, radiographs and diagnostic test results with you to your appointment.
- Bring a list of any current and all medications (name, dose, and schedule) your pet is taking.
- Please arrive 15 minutes early to complete registration forms.
- Please have your pet controlled on a leash or in a carrier.

**Note: Procedures may not be performed the day of the consultation.**

During your pet's consultation the internist will perform a physical exam, obtain a complete medical history, and evaluate your pet's condition. After the examination the internist will then discuss your pet's medical needs, and together you will agree to a treatment plan.

## Preparing for an Ultrasound Appointment

Please bring the following to your pet's ultrasound:

- Please drop off your pet at your scheduled time the morning of the ultrasound.  
**Note: Hair will be shaved at the ultrasound site.**
- Bring along any special dietary food.
- Continue your pet's normal medication schedule and bring all medications with you unless otherwise directed.
- Unless directed by the internist, the day before the ultrasound, please do not feed your pet for 12 hours prior to your appointment (except for very young animals, animals with diabetes or when directed otherwise). However, you may give water.
- If your pet will not be hospitalized after the ultrasound, a pick up time will be scheduled before 6:30 pm.
- If you are unable to keep your pet's appointment, please give us a 24-hour notice. We will be glad to reschedule.

When you set your appointment, you will receive an estimate for the ultrasound. Additional testing and treatments may be necessary, depending on the results of the ultrasound. Your internists will discuss further options at this time.

## Preparing for the Day of a Procedure

Please bring the following the day of your pet's procedure:

- Please drop off your pet at your scheduled drop off time the morning of the procedure.
- Bring along any special dietary food.
- Continue your pet's normal medication schedule and bring all medications with you unless otherwise directed.
- Unless directed by the internist, the day before the procedure, please do not feed your pet for 12 hours prior to your appointment (except for very young animals, animals with diabetes or when directed otherwise). However, you may give water.
- If your pet will not be hospitalized after the procedure, a pick up time will be scheduled before 6:30 pm.
- If you are unable to keep your pet's appointment, please give us a 24-hour notice. We will be glad to reschedule.

**Please allow yourself plenty of time to admit your pet the day of the procedure. Upon arrival at the front office you will have admission paperwork to complete and you will have the opportunity to inform the admission nurse of any questions and concerns prior to the procedure.**

## Discharge of your Pet

When your pet is ready to be discharged we will call to schedule a time for you to pick up your pet. A scheduled pick up time will allow us to prepare medications and discharge instructions so that your wait is minimal. The nurse will go over the discharge instructions when you pick up your pet. If a recheck appointment is needed, scheduling the appointment may be scheduled at the time of discharge. Once your pet is discharged and you have further questions or concerns about your pet's condition please call the office at 610-435-1553.

## Payment Policy

Before your pet's procedure our internal medicine team will provide you with an estimate of fees for your pet's medical plan. Once you agree to the medical treatment, you will be asked to sign the estimate and make a deposit.

Due to the unpredictable nature of some conditions, the medical treatment may exceed the estimate, our internists will make every effort to keep you informed of the additional care and cost during the medical treatment. If the patient needs immediate care this may not be possible, but we will try our best.

Please share all of your questions and concerns regarding medical costs with your internists or a front desk coordinator prior to the procedure.

Payment is required at the time services are provided. Cash, check, debit card, MasterCard, Visa, Discover Card, and Care Credit (third party billing) are accepted forms of payment.

Our commitment is to provide the highest quality of specialized veterinary care for you and your pet in a warm and loving environment. We welcome your comments as to how we can improve our medical care to you and your pet.