

What to expect at my pet's Emergency Appointment

Who Will I See During My Initial Appointment?

Overview: UW Veterinary Care is a teaching institution, and your care team includes a veterinarian, veterinary nurses (clinical technicians), veterinarians in advanced clinical training programs (residents and interns), fourth-year veterinary students, and at times, visiting veterinary students or veterinarians.

Examination: Typically, a fourth-year veterinary student or veterinary nurse will meet you at your vehicle to receive your pet. That student or nurse will review your pet's medical history and perform an initial physical exam under the supervision of a clinician (doctor) on the Emergency Service. They will then briefly review your pet's case with an ER clinician, who will also review your pet's medical history and perform a second physical exam. A 4th year veterinary student, or a clinician will call you to present and explain their initial assessment and make recommendations for an initial diagnostic and treatment plan. In high level emergency situations, stabilizing treatments (e.g., supplemental oxygen) may start prior to our team contacting you. Together with the care team, you will decide on the best diagnostic and treatment plan for your family.

Diagnostic Tests: Patients undergoing diagnostic tests, frequently need to stay with us for several hours in order to complete any bloodwork, imaging (e.g., x-rays, ultrasound), or other procedures. In some cases, we may need to give your pet sedative medications to minimize their stress during the testing; we will discuss this with you at the time of the appointment.

Discharge: Once the diagnostic test results have returned, the clinician and student will contact you to discuss and explain available results. **They will also make recommendations for treatment, if needed.** Once finalized, we will send a detailed written report of diagnostic findings and treatment plans to you and your primary care veterinarian. Please be sure that you have all prescribed medications for your pet before you leave.

Who are all of these people?

- **Faculty Clinicians:** Our faculty are licensed veterinarians and DACVECC specialty board-certified veterinarians, who are nationally and internationally recognized experts in critical care.
- **Technicians:** Our veterinary technicians are licensed and experienced veterinary nurses.
- **Client Services:** Our client services representatives manage patient check-in and discharge, schedule appointments and accept financial payments.
- **ER Residents:** Our residents are all licensed veterinarians who have completed at least one year of advanced clinical training. They provide clinical service and teach students as part of an accredited program leading to board certification by the American College of Veterinary Emergency and Critical Care.

- **Small Animal Interns:** Interns are licensed veterinarians in an accredited advanced clinical training program. They also provide clinical service and teaching.
- **Fourth-Year Medical Students:** Our fourth-year Doctor of Veterinary Medicine students rotate through hospital services to gain closely supervised clinical experience.

What Costs and Fees Should I Expect?

The initial examination fee ranges from approximately \$145-300, depending on the visit type.

Please don't hesitate to discuss the cost of your pet's workup if you have concerns or are unclear about the cost of the proposed diagnostic or treatment course.

Pricing current as of February 2021. Prices are subject to change.

If your pet is hospitalized, billing staff will contact you by phone to collect a deposit comprising 50% of the upper end of the estimate range provided by the Emergency Service. Please note that for outpatient visits and hospitalized patients, the balance must be paid in full at the time of patient discharge. Charges or credits may be applied to your bill up to 10 business days after the date of discharge.

Payment methods: We accept all major credit cards, cash, check or Care Credit. Payment in full is due at the time of discharge.

Care Credit: You may apply for Care Credit at 1-800-677-0718 or www.carecredit.com (select UW Veterinary Care). If you have questions or concerns regarding using Care Credit at UWVC, please contact the reception desk at any time (608-263-7600)

