



## What to expect at my pet's Primary Care Appointment

### Who Will I See During My Initial Appointment?

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

**Examination:** The student will meet you in the examination room to review your pet's medical history and complete a physical examination on your pet as possible based on the reason for your visit and your pet's desire to participate. The student will then review your pet's case with a primary care clinician. The clinician will then meet you and your pet and will also review your pet's medical history and perform a second physical exam. The student and clinician will explain their initial assessment and make recommendations for an initial diagnostic and treatment plan. Together with the care team, you will decide on the best plan for your pet. Please plan for your appointment to take at least one hour from start to finish. This is subject to change based on the reason for your pet's appointment and the diagnostics pursued.

**Consultation with other services:** The Primary Care service is a full-service general practice service including medical, surgical and dental offerings. In some cases, consultation with a specialist may be recommended. However, our practice remains a first opinion practice and same-day consultation with specialty services may not be possible. **Primary Care patients do not have priority access to specialty or emergency services** and if a specialty consult is recommended by our primary care team, we will help direct you to the best way to coordinate this.

**After appointment:** After your appointment is finished, we will send a written report of diagnostic findings and treatment plans to you via email. Please be sure that you have all prescribed medications or prescriptions are provided for your pet before you leave. Please schedule known recheck examinations with our nurses before you leave as possible.

### Who are part of the UW Veterinary Care Team?

- **Clinicians:** Our faculty are licensed clinician/ABVP board-certified general practitioners.
- **Technicians:** Our veterinary technicians are licensed and experienced veterinary nurses.
- **Assistants:** Our veterinary assistants assist our clinicians and technicians to meet your pet care needs.
- **Client Services:** Our client services representatives manage patient check-in and discharge, schedule appointments and accept financial payments.
- **Primary Care Interns:** Interns are licensed veterinarians in an accredited advanced clinical training program. They also provide clinical service and teaching.
- **Fourth-Year Veterinary 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?



**UW Veterinary Care**  
UNIVERSITY OF WISCONSIN-MADISON  
*UW Veterinary Medical Center*

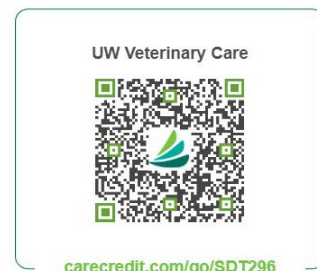
The initial examination fee ranges from \$75-140, depending on exam type, which includes examination with a clinician. The range for the typical outpatient evaluation varies widely depending on the nature of the problem. Please do not hesitate to discuss the cost of your pet's workup if you have concerns or are unclear about the cost of the proposed diagnostic or treatment course. While we try to provide accurate estimates, recovery from procedures and the level of supportive care required can be variable.

If your pet is having surgery or is hospitalized, you will be expected to leave a deposit comprising 50% of the upper end of the estimate range. Please note that for all visits, 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.

*Pricing current as of January 2024. Prices are subject to change.*

**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](http://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)



We hope you found this information helpful. If you have any further questions, please reach out to us at 608-263-7600