

What to expect at my pet's Soft Tissue Surgery Appointment?

Who Will I See During My Initial Appointment?

Overview: UW Veterinary Care is a teaching institution, and your care team includes a board-certified veterinary surgeon, veterinary nurses (clinical technicians), veterinary technician assistants, 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 will meet you in the lobby and take you to an exam room. That student will review your pet's medical history and perform an initial physical exam under the supervision of a clinician (doctor) on the soft tissue surgery service. The student will then briefly review your pet's case with a Soft Tissue Surgery clinician, who will also review your pet's medical history and perform a second physical exam. The clinician will call you to present and explain their initial assessment and make recommendations for an initial diagnostic plan. Together with the care team, you will decide on the best diagnostic plan for your family. New patients often need to stay with us for most of the day to allow time to complete necessary diagnostic tests.

Diagnostic Tests: For patients with surgical disease, tests often include blood work and urine tests, radiography (x-rays) and abdominal ultrasound or CT scans ("cat scans"). Your pet's fur can sometimes interfere with imaging studies – if there is a compelling reason not to shave a small patch of your pet's hair, please let us know before your pet is admitted. In some cases, we may need to give your pet anti-anxiety or sedative medications to minimize their stress during the testing; we will discuss this with you at the time of the appointment.

Surgery: The appointment you have scheduled is for consultation (physical exam and diagnostics) only. Surgery may be offered or recommended, which can be scheduled for a subsequent appointment. In some instances (emergency cases, prior exam/workup), we may discuss a plan for surgery the following day. We will do our best to ensure your pet's condition is treated in a timely manner following the consult.

Discharge: At discharge, the clinician and student will discuss and explain all of the diagnostic test results. **They will also make recommendations for treatment or surgery, if needed. The discussion at discharge may take longer than you might anticipate. Please plan on spending at least 15 minutes, and up to an hour, with our team discussing results, treatment, prognosis and making a plan for ongoing care.** Once finalized, we will send a detailed written report of diagnostic findings and treatment plans to you and your primary care veterinarian. After your appointment or hospital discharge, we will work with you and your referring primary care veterinarian to provide continued care. 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/ACVS specialty board-certified Surgeon, who are nationally and internationally recognized experts in Soft Tissue Surgery.
- **Technicians:** Our veterinary technicians are licensed and experienced veterinary nurses.
- **Assistants:** A trained assistant to both doctors and technicians.
- **Client Services:** Our client services representatives manage patient check-in and discharge, schedule appointments and accept financial payments.
- **Small Animal Surgery 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 Surgeons.
- **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?

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. An estimate will be given to you to explain the costs of the surgery needed at the time of the consultation exam.

Billing staff will collect a deposit comprising 50% of the upper end of the estimate range provided by the Orthopedic 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.

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)