

What to Expect During Your Visit to The Ohio State University Veterinary Medical Center – Hospital for Companion Animals

When you bring your pet to The Ohio State Veterinary Medical Center for specialty or wellness care, a fully-dedicated, compassionate and highly-skilled team of caregivers will devote their time to perform accurate and thorough examinations and communicate their findings and recommendations to improve your animal's health.

Before Your Appointment

- ❑ Please gather the referral form (provided by your veterinarian), along with any test results, X-rays/sonograms, and history regarding the health of your pet, and plan to bring them to your appointment.
- ❑ If you have any questions about medicating your pet on the day of the appointment, feeding on the day of appointment, or any questions regarding the referral of your pet, please contact your primary care veterinarian. They will be able to advise you and will contact us regarding recommendations.

Emergencies

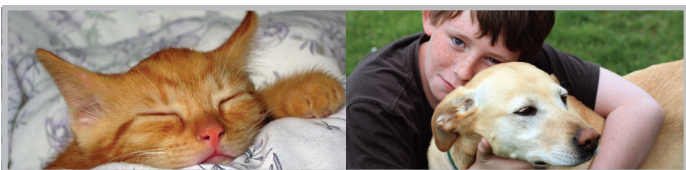
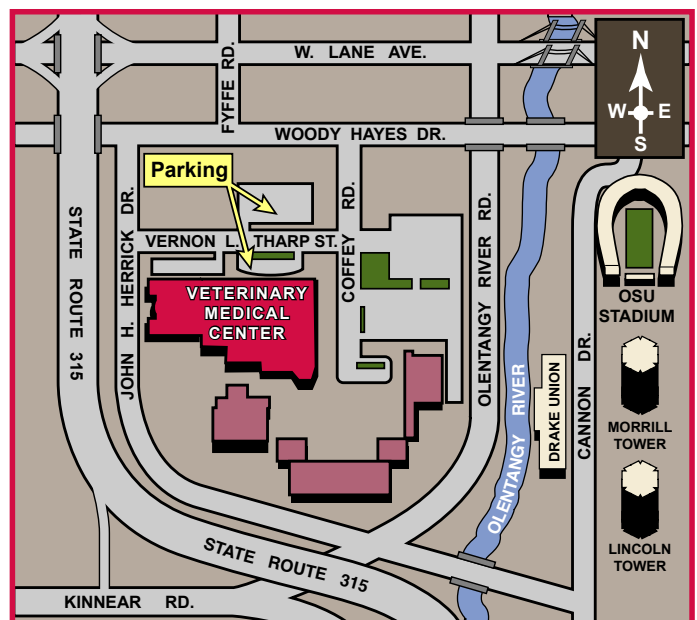
- ❑ Our hospital accepts emergencies 24 hours, 7 days a week, 365 days a year for ill and injured companion animals.
- ❑ Our emergency service functions much like that of an emergency or urgent care facility for people. We triage the patients admitted and care for the most critical cases first.

Registration

Please check in with the reception desk as soon as you arrive. When you enter the doors to the Hospital for Companion Animals, the reception area is at the back of the lobby on the right side. Our Client Services Staff members will assist you and provide you with some paperwork to complete. Please keep your dog on a leash and your cat in a carrier at all times. Be sure to inform the receptionist if you need to take your dog outside for a break while waiting so we can make sure to assist you in a timely manner.

Parking

When you arrive at the Veterinary Medical Center, please park in the Hospital for Companion Animals client lot directly in front of the clinic or use the Pay-n-Display machine (which generates a tag to display in your windshield) in the lot across the street on Vernon L. Tharp Street (see map below). This tag will allow you to park in any space in that lot. Other pay-to-park options are available in the Coffey Road parking lot. For emergency admissions and/or situations whereby you need assistance, you can pull up to the front door, and after checking in, move your vehicle to an appropriate space in our parking lot. Directions can be accessed via vet.osu.edu/hospital. The front doors of the hospital face Vernon L. Tharp Street.



Hospital for Companion Animals

Waiting Room Time

We pride ourselves in the thoroughness of our advanced care and the education we provide future veterinarians. At times, the wait at our hospital may be longer than that at other veterinary care facilities. Because our veterinarians are also responsible for teaching veterinary students as they work, this sometimes causes appointments to take a little longer. To provide the most comprehensive assessment, your pet may be examined by multiple professionals. Be assured that we will do everything we can to expedite your visit. **We encourage you to please let our reception staff know if you have been waiting more than 15 minutes after check-in.**

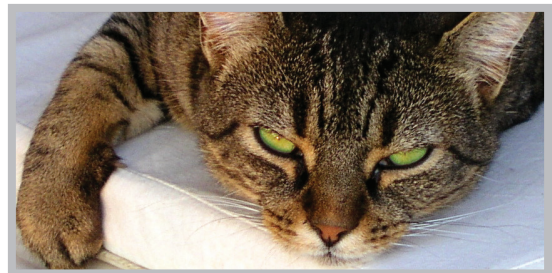
Services

- ❑ The veterinary medical services at The Ohio State University Veterinary Medical Center are staffed by a team of board-certified faculty specialists, residents, interns, senior veterinary students, registered veterinary technicians and veterinary assistants.
- ❑ During your animal's visit, you will most likely be greeted by a senior veterinary student, who will ask you a series of questions regarding your pet's illness (if applicable), housing, vaccination, diet, and deworming history, and other relevant information. Your pet's history is an important part of their wellness care. You may find that the faculty clinician or resident asks similar questions, which provides for a more thorough approach. All exams are performed under the supervision of or by a veterinarian.
- ❑ Please note that after giving your pet's history in an examination room, you will be asked to wait in the lobby while your pet is examined by our team of caregivers.
- ❑ After your dog or cat is examined, a plan will be made for further diagnostics or treatment. The veterinarian will discuss this plan and the associated estimated costs with you at this time. You should be presented with an estimate form to sign. You are encouraged to ask questions and seek clarification if the medical explanation or the estimated costs are not clear.
- ❑ At the conclusion of your appointment, you will be provided with detailed, written "go-home" or discharge instructions that will detail the results of your animal's examination and any next steps that will need to be taken by you and your primary care veterinarian.

Payment

Like other veterinary providers, payment is due at the time of service. We also require all in-patients and some out-patients to leave an initial payment prior to admission. Our payment policy can be found at vet.osu.edu/86.htm. If you have questions regarding payment prior to or after your visit, please call 614-292-3551 and ask to speak with a member of our accounting services.

At the end of your appointment or consultation, we will ask you to wait in the lobby until our client services staff calls your name to receive your payment. The staff member will give you your animal's prescription medication or a copy of your estimate form as necessary. Many of our clients have commented that it is easier to have all of the payment and paperwork completed prior to reuniting with their pets. Please check to see you have everything with you, including all medications, collars and leashes. If you parked in the gated client lot you may need a token to exit the parking lot, which the client services staff member can provide.



Thank you for choosing The Ohio State University Veterinary Medical Center for your animal's care. Our goal is to provide the best possible veterinary medical care to restore your pet's health and to deliver exceptional client services.

The Ohio State University
Veterinary Medical Center
601 Vernon L. Tharp Street
Columbus, OH 43210
Companion Animals: 614-292-3551
Equine and Farm Animals: 614-292-6661
vet.osu.edu/hospital

For more detailed information about the hospital and your patient care team, visit vet.osu.edu/27.htm



**Veterinary
Medical Center**