Welcome to the Ohio State Hospital for Companion Animals

Preparing for your first visit

Thank you for allowing The Ohio State University Veterinary Medical Center (VMC) to serve the healthcare needs of your pet. In addition to providing your pet outstanding medical assessment and care, we want to make your experience as pleasant as possible. We believe that knowing what to expect before you arrive will relieve some of the anxiety of a first visit.

In the following pages, we will provide directions on how to find us; information about our free parking; materials you can complete at home and bring with you to speed the registration process; what to expect during your visit; the patient care team; how long your visit will last; the discharge process; and payment and financing information.

One of our most important requests is that you ask questions whenever you need information or clarification. Feel free to bring a list of questions you want to ask our medical personnel. It is also important for you to review the attached client rights and responsibilities.

You will receive a reminder before your scheduled appointment. If you should need to reschedule or cancel your appointment, as a courtesy to others, please contact us at least 24-hours in advance at 614-292-3551.

Finding us
Parking

Our parking lot is located immediately in front of our main entrance, with an additional nine reserved spaces just across Vernon Tharp Street. A parking attendant is here Monday through Friday from 8:30 a.m. to 4:30 p.m. to assist you in finding a parking space. He will provide you with a parking permit to place in your windshield. After 4:30 p.m. weekdays and on weekends a parking pass is not required for clients to park in our parking lot.

Safety for your pet

**Dogs** - To help your dog have the best possible experience at the Veterinary Medical Center, we ask that he/she wear a collar and leash. Our lobby is full of new and different sights, sounds and smells. Maintaining firm control of your pet is important in case he/she reacts to this environment.

**Cats** - To help your cat have the best possible experience at the Veterinary Medical Center, we ask that he/she be in a carrier to help reduce anxiety by blocking out new and different sights, sounds and smells. When sitting in the lobby, we suggest that you place the carrier in such a way that the door faces away from open areas of the lobby to further reduce stimulation. Covering your carrier with a towel or other cloth may provide even greater comfort. We have a calming spray available if you feel your cat is anxious during his/her wait and we would be happy to provide some upon request.

We also have private waiting rooms for extremely anxious pets.

Registration and what to bring

The reception desk is through the lobby and on the right. Please sign in so we know you have arrived. To speed the registration process, feel free to complete the attached Registration Form and General Consent Form prior to your arrival and present them to a receptionist.

- Please bring paperwork provided to you by your veterinarian, such as the referral form, test results and X-rays.
- Please bring a list of medications that your pet is taking.
- **Discounts:** The Veterinary Medical Center offers a five percent discount to Golden Buckeye card holders. Golden Buckeye card holders must show their card at the time of registration in order to qualify for the discount. Ohio State faculty and staff receive a 10 percent discount if they show their BuckID at the time of registration.

The staff will provide you a color-coded band with ownership information for you to affix to either your dog’s collar or your cat’s carrier.

Some of our service areas have additional forms:

- **Dermatology service:** Please complete and bring the attached Dermatology History Form.
- **Behavior service:** Please complete the attached behavior questionnaire and return it **at least three days** before your first appointment.
  - E-mail it to BehaviorMedicine@cvm.osu.edu
  - or fax it to: 614-292-1454
  - or mail it to: Behavioral Medicine Clinic
    The Ohio State University
    Veterinary Medical Center
    601 Vernon L. Tharp Street
    Columbus, Ohio 43210

  You will receive a $20 discount for returning the completed behavior questionnaire on time.
  - Clients with behavior appointments are encouraged to read the information at vet.osu.edu/Behavior before their first visit.
The Ohio State University Veterinary Medical Center

The Hospital Experience: What to Expect

What happens first?

A senior veterinary student will greet you and your pet in the lobby and ask you to provide your pet’s health history. The student will take you and your pet to an examination room to conduct a physical examination. A licensed veterinarian will join you, the student and your pet to discuss the history and allow the clinician to conduct another physical examination.

What happens next?

The veterinarian will discuss with you the findings and recommendations based on the physical examination. The veterinarian might recommend further diagnostic testing or procedures and will make you aware of the cost of the recommendations. How we proceed will be your decision. If you agree to additional diagnostic procedures, we will make every effort to conduct those tests while you are here. Due to space limitations, if additional procedures are required, we will not be able to invite you to accompany your pet. The veterinarian will give you an estimate of how long the tests are expected to take. You are welcome to remain in the lobby or leave the building.

If you leave the building we ask that you sign out and back in at the reception desk when you return. Our staff will contact the assigned veterinarian to inform him/her that you have returned.

Lobby liaisons

We offer the presence of Client Liaisons in our lobby on weekdays between 8 a.m. and 5:30 p.m. They are available to answer questions and provide information about food and activities in the surrounding area, should you choose to leave rather than wait in the lobby. Our liaisons are also happy to check with the service seeing your pet if you wish for additional updates throughout the duration of your visit.
Who will be caring for my pet?

Licensed, board-certified veterinarians
Our veterinarians have completed a rigorous post-graduate certification process that is sanctioned by the organization governing each specialty discipline of veterinary medicine. For example, a board-certified internist has received additional specialty training in the discipline of Internal Medicine and has been certified by the American College of Veterinary Internal Medicine.

Licensed veterinarian who is in a Residency program (Residents)
These veterinarians have completed veterinary school, an internship and/or spent time in private veterinary practice, and are now completing a three-year Master’s degree program in a specialized field of veterinary medicine.

Licensed veterinarian who is in an Internship program (Interns)
These veterinarians have completed veterinary school and are in their first or second year of full-time clinical practice. Interns spend time working in emergency veterinary medicine and rotate through other medical specialties to gain experience in each specialty.

Registered veterinary technicians
Technicians are trained, licensed and registered to work under the supervision of a licensed veterinarian to assist in special procedures and patient care. Their role is very similar to the role nurses serve in human healthcare. Some of our technicians also have additional training and certification in a specialty field of veterinary medicine.

Senior veterinary students
The Ohio State VMC is an academic veterinary hospital that is part of the College of Veterinary Medicine. Veterinary students in their final year of veterinary school, spend the year in hands-on clinical training in the VMC, as well as other facilities including our Large Animal Service in Marysville, Ohio and the Capital Area Humane Society. Their work is directed by and closely supervised by a licensed veterinarian.
How long will I be there?

Your visit to the VMC will take longer than the visit to your family veterinarian, primarily because of the increased number of professionals examining your pet and discussing his/her case. We make every attempt to conduct all diagnostic testing on the same day as your visit. You should count on a minimum of two hours for the exam process. Additional tests will take longer, and we will update you with time estimates throughout the process.

Where can I go if my wait is long?

Our lobby Client Liaisons are happy to provide information and driving directions to restaurants, stores, walking parks, movies and malls. Information can also be found in our lobby literature racks.

We also provide:

- Free WI-FI in our lobby
- Free passes to Ohio State recreational facilities
- A Subway restaurant on the VMC’s lower level, and other food vendors within walking distance

Discharge process

At discharge you will be provided the following summary:

1) Exam results, test results, and diagnosis
2) Care for your pet at home
3) Recommendations regarding follow-up care

Our pharmacy will prepare any medications you need to take home with you. A cashier will call you to the reception desk to take payment, and the service area will be notified that your pet is ready for release. The student and/or veterinarian will bring your pet to the lobby, review the discharge summary with you and answer any questions you may have.

We will also share all necessary information with your family veterinarian, if applicable.

Should you need medication refills, our pharmacy hours are 8 a.m.-8 p.m., M-F, and 8 a.m.-Noon on Saturday. Please phone, 614-292-1010.
Payment policy

Following examination of your pet, an estimate of additional charges for recommended diagnostic testing, procedures or surgery will be given to you for approval. We encourage you to give thought to your method of payment before you approve any additional services.

If your pet requires hospitalization, you will be asked to provide 50 percent of the high end of the estimate prior to admission. Please feel free to ask the veterinarian or veterinary student about charges each time you call for a progress report so that you can make responsible decisions about continuing care. Typical charges include daily hospitalization fees, laboratory tests, medications, daily examination charges, and special consultations or procedures. The charges for services rendered are due when your pet is released.

For your convenience, the VMC accepts cash, credit cards including Discover, MasterCard, Visa and American Express, and personal checks with a copy of a government issued photo ID (such as driver’s license or passport). To the best of our ability, we try to capture all charges for services and supplies during the care of your pet prior to the time your pet is released. If there are any charges that do not get posted to your account prior to release you will receive an invoice by mail for the outstanding charge(s).

Financing options

As an added convenience, the VMC has two financing options available:

- Loans from $750 to $5,000 are available from Delaware County Bank (Ohio residents only). Loans are subject to credit approval with a maximum loan amount of $5,000. A down payment is required. Copies of two recent pay stubs and government issued photo ID (driver’s license or passport) must be submitted with the application.

- The VMC offers financing of up to $1,000. You may choose to have payments automatically deducted from your checking account. A down payment of 50 percent of the bill is required and the remainder of the bill may be evenly spread over a nine-month payment plan. A copy of your government issued photo ID (driver’s license or passport) and a voided check from your checking account must be submitted with the application.

Please notify one of our Client Services staff members if you wish to learn more or apply for one of these financing options.

We hope the information provided will help to better prepare you and your pet for your visit to the VMC. Again, we thank you for entrusting us with the care of your furry family member.
Client Rights and Responsibilities

As a Client of the Hospital for Companion Animals at The Ohio State University Veterinary Medical Center, you have the right to:

- Considerate, respectful and compassionate care from our veterinarians and staff members and students.
- Accurate, clear, and timely information and communication regarding your pet's health.
- Request assistance if a communication barrier exists that hinders your ability to make informed decisions. Reasonable assistance will be provided whenever feasible.
- Receive care for your pet from licensed and in many cases, specialty board-certified veterinarians; registered veterinary technicians, and students. All clinicians, including faculty, residents and interns, hold active licenses from the Ohio Veterinary Medical Licensing Board. Students who participate in caring for patients at the Veterinary Medical Center receive close supervision and oversight from licensed veterinarians and veterinary technicians.
- Know your pet's diagnosis, prognosis, treatment alternatives, and the risks and benefits of each alternative.
- Participate in decisions about your pet's care.
- Decline treatment.
- Receive a full explanation regarding decisions by our veterinarians to decline treatment of your pet.
- Talk in confidence with staff members and veterinarians about your pet's health care.
- Objective internal review of any complaint you may have regarding the Veterinary Medical Center.

As a Client of the Hospital for Companion Animals at The Ohio State University Veterinary Medical Center, you have the responsibility to:

- Disclose relevant, accurate and complete information about your pet's health and history to our personnel.
- Disclose any of your pet's behavioral issues that may affect patient and staff safety.
- Minimize the risk of bites and scratches and avoid the spread of diseases by limiting your and your pet's interactions with other animals.
- Maintain a respectful demeanor when communicating your needs and concerns to our personnel.
- Abide by our visitation arrangements wherein you and a member of your pet's care team will establish a mutually acceptable time for visitation.
- Abide by our policy to leash dogs and keep cats in carriers while on site for the safety of all.
- Abide by our payment policies which are stated on the payment policy information sheet.
- Communicate with our personnel if you are going to be late or need to reschedule or cancel an appointment.
- Show respect for other clients, patients and our personnel.
- Work collaboratively with our healthcare providers to develop and perform agreed-upon treatment plans.