Welcome to Ohio State’s Dublin facility

Preparing for your first visit

Thank you for allowing The Ohio State University Veterinary Medical Center–Dublin (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; parking information; 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 team. It is also important for you to review the attached client rights and responsibilities.

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 614-889-8070.

Finding us

Parking

Our parking lot is located immediately in front of our main entrance. There is no fee for parking.
Safety for your pet

Dogs - To help your dog have the best possible experience at the VMC, 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 VMC, 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

Please check 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 Hospital Experience: What to Expect

What happens first?

A Veterinary Technician will greet you and your pet in the lobby. From there, the technician will take you to an exam room to take the pet’s health history. A licensed veterinarian will join you, our medical staff and your pet to discuss the history and allow the clinician to conduct the physical examination.
What happens next?

The veterinarian will discuss the findings and recommendations with you 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.

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 let the front desk know when you leave and when you return.

Who will be caring for my pet?

**Licensed and board-certified veterinarians**

Our clinicians include licensed Emergency veterinarians and licensed, board-certified specialists.

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.

**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.
How long will I be there?

Your visit to the VMC may take longer than the visit to your family veterinarian. We make every attempt to conduct all diagnostic testing on the same day as your visit. If additional tests are needed, your visit may run longer. We will update you with time estimates throughout the process.

Where can I go if my wait is long?

If your wait will be longer than expected, the VMC offers free Wi-Fi and nearby shopping and restaurants, including Tuttle Mall.

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

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

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.

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. A down payment of 25% of the bill 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.
Client Rights and Responsibilities

As a Client of The Ohio State University Veterinary Medical Center–Dublin, you have the right to:

- Considerate, respectful and compassionate care from our veterinarians and staff members.
- 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 and registered veterinary technicians. All clinicians and registered veterinary technicians, including faculty, residents and interns, hold active licenses from the Ohio Veterinary Medical Licensing Board.
- 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 Ohio State University Veterinary Medical Center–Dublin, 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.