Welcome to the Galbreath Equine Center

Preparing for your first visit

Thank you for allowing The Ohio State University Veterinary Medical Center (VMC) to serve the healthcare needs of your horse(s). In addition to providing your horse(s) outstanding medical assessment and care, we want to make your experience as pleasant and convenient 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 a map on how to find us; information about our free parking; materials you can complete ahead of time to help speed the registration process; what to expect; the patient care team; 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.

When you call to schedule an appointment, the Client Services staff member will complete the registration form. If your veterinarian calls to schedule your appointment on your behalf, we will obtain as much information as is available and will call you for any additional information that may be needed. If you should need to reschedule or cancel your appointment, as a courtesy to others, please give us a call at 614-292-6661.

Finding us

The Galbreath Equine Center is located on the west side of the Veterinary Medical Center building, surrounded on the North and West sides by wooden fencing.

Trucks and trailers should pull up to garage door #2, located under the archway at the Galbreath Equine Center.

Once outside garage door #2, please follow the signage to the Equine Office to register. Please DO NOT unload your horse(s) until you have checked in. The staff will provide you with further instruction about unloading.

Following the unloading of your horse(s), you will be asked to park your vehicle in the parking lot located in front of the building.
**Registration and what to bring**

Weekdays between 8 a.m. and 5 p.m. we ask that you please check in at the Galbreath Equine Center front desk as soon as you arrive. Our Client Services staff will ask you to sign the registration form and provide missing information.

If a hauler/trucker brings your horse(s) in, that individual will be asked to sign the registration form as your agent.

To speed the registration process, feel free to complete the attached Registration Form and General Consent Form prior to your arrival and bring them with you or send with your designated agent to the appointment.

- Please bring, or have your agent bring paperwork provided to you by your veterinarian, such as the referral form, test results and X-rays.
- Please bring, or have your agent bring a list of your horse’s medications, dosages and length of time on the medications.
- Please bring, or have your agent bring information about prior surgeries or other treatments the horse(s) has received.
- Please be prepared - or have your agent be prepared - to describe the symptoms (signs) that are the reason for the appointment or visit.
- **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.

Should an agent be dropping off your horse on your behalf, please provide a phone number where you can be contacted with any follow up questions. This will help expedite and optimize evaluation and care of your horse(s).

**Emergencies**

Our hospital provides 24 hour emergency care for ill and injured horses 365 days a year. However, since we do not have an emergency veterinarian on duty around the clock, we ask that you please call ahead at 614.292.6661 to indicate you wish to have your horse evaluated and your estimated time of arrival. At that time, we will put you in touch with the on-call equine veterinarian to discuss your horse’s situation.

Should your horse need to be transported to the hospital, the on-call veterinarian will advise you of anything you may need to do before loading your horse or to help prepare appropriately for transport.

When you, or your agent, are approximately 30 minutes from the Veterinary Medical Center, we ask that you call us, so we can make sure our staff is in place upon your/your agent’s arrival, in order to optimize evaluation and expedite care of your horse.

Again, if for some reason your plans to bring the animal in change or you will not be arriving at the estimated time, we ask that you please extend the courtesy of calling to let us know at 614.292.6661.

For emergency admissions that occur between 5 p.m. and 8 a.m., Monday through Friday; or on Saturday and Sunday, the drive-up process is the same except a veterinary technician or student will escort you to the lobby of the Companion Animal Hospital for registration.

If your horse is brought in on an emergency basis, you will be asked to pay the current emergency fee at the time of registration. After your horse is evaluated, the on-call veterinarian may suggest diagnostic procedures and treatment recommendations and potential costs. Once an agreed upon course of action is obtained, you/your agent will be asked to pay one-half of the high end of the original estimate prior to continuing the work-up.
The Galbreath Equine Center Experience:
What to Expect

What happens first?

The Galbreath Equine Center is staffed by a team of board-certified faculty specialists, residents, interns, senior veterinary students, registered veterinary technicians, and veterinary assistants.

During your horse’s visit, you will most likely be greeted by a veterinary student, technician, or staff member, who will ask you a series of questions regarding your horse(s).

Obtaining a comprehensive history of your horse’s health, including diet, exercise, housing, vaccinations, prior illness or injury, and other related information is a vitally important part of our approach to the assessment and care we provide.

You may find that the faculty clinician or resident asks similar questions, which provides a more thorough approach. All procedures are performed under the direct supervision of a veterinarian.

What happens next?

The veterinarian will discuss with you (or your agent) 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 (or your agent) are here. The veterinarian will give you (or your agent) an estimate of how long the tests are expected to take. You (or your agent) are welcome to remain in the lobby or leave the building.

If you leave the building, let the Client Service staff know when you leave and confirm your contact information. Please check in with Client Service when you return and they will contact the assigned veterinarian to inform him/her that you have returned.
Who will be caring for my horse(s)?

Licensed, board-certified veterinarians
Our faculty 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.

Residents: licensed veterinarians who are in a Residency program
These veterinarians have completed veterinary school, an internship and/or spent time in private veterinary practice, and are now completing a three-year, specialized veterinary training program.

Interns: licensed veterinarians who are in an Internship program
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. Their work is directed by and closely supervised by a licensed veterinarian.
How long will I be there?

Your visit to the Galbreath Equine Center may take longer than the visit to other veterinary facilities primarily because of the increased number of professionals examining your horse(s) 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 or your agent with time estimates throughout the process. Be assured that we will do everything we can to expedite your visit.

If you have concerns with the length of time of your visit, please bring your concern to the attention of your veterinarian and we will try to work with you to suit your schedule.

Where can I go if my wait is long?

The Client Service staff is happy to provide information and driving directions. We also provide:

- Free WI-FI in the Galbreath Equine Center lobby
- A Subway restaurant on the VMC’s lower level, and other food vendors within walking distance.

Discharge process

At discharge you (or your agent) will be provided the following:

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

Our pharmacy will prepare any medications you need to take home with you. Our Client Service staff will call you to the reception desk to take payment, and the service area will be notified that your animal is ready for release.

The student or veterinarian will bring your animal to the receiving area where you first arrived, review the discharge summary with you and answer any questions you (or your agent) may have.

We will also share all necessary information with your regular 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.
We hope the information provided will help to better prepare you and your horse for your visit to the Galbreath Equine Center at Ohio State. Again, we thank you for entrusting us with the care of your horse(s).
Client Rights and Responsibilities

As a Client of the Galbreath Equine Center at The Ohio State University Veterinary Medical Center, you have the right to:

- Considerate, respectful and compassionate care from our veterinarians, staff members and students.
- Accurate, clear, and timely information and communication regarding your horse’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 horse 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 horse’s diagnosis, prognosis, treatment alternatives, and the risks and benefits of each alternative.
- Participate in decisions about your horse’s care.
- Decline treatment.
- Receive a full explanation regarding decisions by our veterinarians to decline treatment of your horse.
- Talk in confidence with staff members and veterinarians about your horse’s health care.
- Objective internal review of any complaint you may have regarding the Veterinary Medical Center.

As a Client of the Galbreath Equine Center at The Ohio State University Veterinary Medical Center, you have the responsibility to:

- Disclose relevant, accurate and complete information about your horse’s health and history to our personnel.
- Disclose any of your horse’s behavioral issues that may affect patient and staff safety.
- Minimize and avoid the spread of diseases by limiting your and your horse’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 horse’s Care Team will establish a mutually acceptable time for visitation.
- 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.