Welcome to the Ohio State Hospital for Farm Animals

Preparation for your first visit

Thank you for allowing The Ohio State University Veterinary Medical Center (VMC) to serve the healthcare needs of your farm animal. In addition to providing your animal 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 directions 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 team. 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

Parking

The entrance to the Hospital for Farm Animals is located in the center of the Veterinary Medical Center complex, between the Hospital for Companion Animals and the Galbreath Equine Center. The parking lot is surrounded on the North and East sides by wooden fencing.

Truck and trailer parking is available. Trucks and trailers should come through the gates off of Vernon L. Tharp Street and proceed to the double garage door labeled overhead with a green sign that has the number “1”.

After parking your vehicle, proceed inside and follow signage to the Large Animal Reception office to register. Please DO NOT unload your animal(s) until you have checked in. A staff member(s) will assist you with the unloading process.

Following the unloading of your animal(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 Large Animal Reception 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 animal 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 animal’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 animal 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 the animal 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 animal(s).

**Emergencies**

Our hospital provides 24 hour emergency care for ill and injured farm animals 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 animal evaluated and your estimated time of arrival. At that time, we will put you in touch with the on-call veterinarian to discuss the animal’s condition with you.

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

When you 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 animal.

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. If your animal is brought in on an emergency basis, you will be asked to pay the current emergency fee at the time of registration.

**For emergency admissions that occur between 4 p.m. and 8 a.m., Monday through Friday; or on Saturday and Sunday, the drive-up process is the same and registration will take place in the lobby of the Hospital for Companion Animals.**

After your animal 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 Hospital Experience: What to Expect

What happens first?

The Hospital for Farm Animals is staffed by a team of veterinarians, residents, interns, senior veterinary students, registered veterinary technicians, and veterinary assistants.

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

Obtaining a comprehensive history of your animal’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 or by 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, just 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 animal(s)?

Faculty specialists
Our faculty 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.

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 VMC may take longer than the visit to other veterinary facilities primarily because of the increased number of professionals examining your animal(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.

Discharge process

At discharge you (or your agent) will be provided a discharge summary outlining the veterinary workup and highlighting care for your animal at your home/farm.

Our pharmacy will prepare any medications you need to take home with you. Our Client Service staff will take payment, and the veterinary team will assist you with your animal(s). The veterinary team will try to 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. to 8 p.m., M–F, and 8 a.m. to noon on Saturday. Please phone, 614-292-1010.

Where can I go if my wait is long?

The Client Service staff is happy to provide information and driving directions. Information can also be found in our lobby literature racks located within the Companion Animal Hospital down the hall.

We also provide:

- Free WI-FI in the Companion Animal lobby
- A Subway restaurant on the VMC’s lower level, and other food vendors within walking distance.
Payment policy

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

If your animal will be receiving services on an outpatient basis, you (or your agent) will be asked to pay for services rendered at the time of discharge. If you elect to have us bill your credit card, you will need to make arrangements via telephone.

If your animal 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 animal 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 animal prior to the time your animal 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-$5,000 are available from Delaware County Bank (Ohio residents only). Loans are subject to credit approval. A down payment of 25 percent 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.

We hope the information provided will help to better prepare you and your animal for your visit to the Veterinary Medical Center. Again, we thank you for entrusting us with the care of your farm animal(s).
Client Rights and Responsibilities

As a Client of the Hospital for Farm Animals 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 animal’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 animal 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 animal’s diagnosis, prognosis, treatment alternatives, and the risks and benefits of each alternative.
• Participate in decisions about your animal’s care.
• Decline treatment.
• Receive a full explanation regarding decisions by our veterinarians to decline treatment of your animal.
• Talk in confidence with staff members and veterinarians about your animal’s health care.
• Objective internal review of any complaint you may have regarding the Veterinary Medical Center.

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

• Disclose relevant, accurate and complete information about your animal’s health and history to our veterinary team.
• Disclose any of your animal’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 animal’s interactions with other animals.
• Maintain a respectful demeanor when communicating your needs and concerns to our team.
• Abide by our visitation arrangements wherein you and a member of your animal’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.