

What to expect at my pet's Special Species Appointment

Who Will I See During My Initial Appointment?

Overview: UW Veterinary Care is a teaching institution, and your care team includes a board-certified veterinary specialist in Zoological Medicine, veterinarians in advanced clinical training programs (residents and interns), veterinary nurses (clinical technicians), and fourth-year veterinary students.

Examination: Typically, a veterinary nurse will meet you at your vehicle to receive your pet. A nurse and/or veterinary student will review your pet's medical history and the supervising veterinarians and student involved with the care of your pet in the Special Species Service will perform an initial physical examination. The student, technician and veterinarian will review your pet's case and medical history. The veterinarian will call you to explain their initial assessment and make recommendations for an initial diagnostic plan. Together with the care team, you will decide on the best diagnostic plan for your family.

Diagnostic Tests: Patients undergoing diagnostic tests frequently need to stay with us for several hours in order to complete any bloodwork, imaging, other diagnostic procedures and/or treatments. In some cases, we may need to give your pet sedative medications to minimize their stress during the testing; we will discuss this with you at the time of the appointment.

Discharge: At discharge, the veterinarian and student will discuss and explain all of the diagnostic test results. They will also make recommendations for treatment, if needed. Once finalized, we will send a detailed written report of diagnostic findings and treatment plans to you, and if applicable to your primary care veterinarian, via email. After your appointment or hospital discharge, we will work with you, and if applicable your referring primary care veterinarian, to provide continued care. Please be sure that you have all prescribed medications for your pet before you leave.

Who are all of these people?

- **Faculty Clinicians:** Our faculty are licensed veterinarians, board-certified by the American College of Zoological Medicine, who are nationally and internationally recognized experts in the medical and surgical care of exotic pets and all non-domestic animal species.
- **Technicians:** Our veterinary technicians are licensed and experienced veterinary nurses.
- **Client Services:** Our client services representatives manage patient check-in and discharge, schedule appointments and accept financial payments.
- **Zoological Medicine Residents and Intern:** Our residents and intern are all licensed veterinarians who have completed at least one year of advanced clinical training. They provide clinical service and teach students as part of an accredited program leading to board certification by the American College of Zoological Medicine.

- **Small Animal Interns:** Interns are licensed veterinarians in an accredited advanced clinical training program. They also provide clinical service and teaching.
- **Fourth-Year Medical Students:** Our fourth-year Doctor of Veterinary Medicine students rotate through hospital services to gain closely supervised clinical experience.

What Costs and Fees Should I Expect?

The initial examination fee is approximately \$150-300, depending on the appointment type, which includes examination by and consultation with a special species clinician.

Common diagnostic tests for exotic pets include: sedation, blood sample collection for a complete blood count (CBC) and organ function tests (biochemical profile), and imaging (most commonly a CT scan or radiographs). Sedation is commonly performed to safely facilitate these diagnostic tests.

Please don't hesitate to discuss the cost of your pet's workup if you have concerns or are unclear about the cost of the proposed diagnostic or treatment course.

Pricing current as of February 2021. Prices are subject to change.

If your pet is hospitalized, billing staff will contact you by phone to collect a deposit comprising 50% of the upper end of the estimate range provided by the Special Species Health Service. Please note that for outpatient visits and hospitalized patients, the balance must be paid in full at the time of patient discharge. Charges or credits may be applied to your bill up to 10 business days after the date of discharge.

Payment methods: We accept all major credit cards, cash, check or Care Credit. Payment in full is due at the time of discharge.

Care Credit: You may apply for Care Credit at 1-800-677-0718 or www.carecredit.com (select UW Veterinary Care). If you have questions or concerns regarding using Care Credit at UWVC, please contact the reception desk at any time (608-263-7600)

