

# What to Expect- During your visit

## Making the appointment

We have an online appointment system; however, if you need a same day appointment please call our office at 718-302-2420 to schedule an appointment. If you are a new client, when you call, please inform our receptionist of where your pet has previously been seen so we can contact those hospitals for records prior to your visit. This allows us to be as prepared as possible for your pet. Please allow approximately 40 minutes to 1 hour in your schedule for your pet's appointment.

## Urgent Care:

We offer walk-in hours from 10:00am-12:00pm Monday thru Friday; we do ask that clients call prior to arrival as we may be booked. Please Note: This is to assist sick patients that cannot wait for an appointment. Cases are handled by order of arrival unless their pet has an emergency. Well-visits such as vaccines and health certificate exams are not able to be seen as an urgent care or walk-in visit. Please keep in mind, all walk-in cases, unless it is an emergency may be subject to wait an extensive wait time as appointments are a priority. Please allow approximately 3 – 4 hours in your schedule for your pets appointment; again, this does not apply to emergencies. Our staff will evaluate the level of your pet's condition to determine if he or she has an emergency.

**ALL CLIENTS UPON ARRIVAL** Please tell the receptionist immediately if your pet has been experiencing difficulty breathing, panting excessively, not eating, not urinating, not defecating, vomiting, having vaginal discharge, feels extremely hot, may have possibly ate something abnormal or toxic, recently had surgery and the incision is open, etc.

## **Before the appointment**

Directions: Please see the bottom of this page for our location and directions.

## **What to bring:**

- **Paperwork:** For your convenience, you may download our forms and fill out the paperwork before arriving or complete it digitally online and e-mail it to our receptionists to save time during check-in.
- **Medical records (if they could not be faxed or e-mailed to us)**
- **A toy (especially for puppies, to keep them entertained during the appointment )**
- **Urine/stool sample if needed:** If your pet has a medical problem relating to urine or stool, please bring a fresh sample (less than 3 hours) to the appointment. Please see instructions on how to collect a sample. *(Note: There is a charge to send it to the lab)*
- **Medications** your pet is taking
- **Questions:** We recommend you pre-write down any concerns you have with your pet.

**Confirmation:** You will receive a phone call the day before your appointment to confirm. When you make an appointment, we set aside dedicated time for your pet. Due to the high volume of appointments, non-emergency patients will be unable to be seen if there are no openings in our schedule. For SURGERY appointments, we have a fair **“No-Show” Policy** which is enforced, so **please be sure to call us at least 24 hours prior to your appointment if you need to reschedule to avoid being charged a fee.**

### **During the appointment**

**Check in:** You and your pet will be warmly greeted by our receptionist. We will take care of any paperwork (if needed) and after processing an assistant will show you to an exam room.

**Getting to know your pet:** Our veterinary assistant will greet you and your pet and ask questions regarding your pets health and lifestyle to establish a medical history. He or she will also take your pet’s temperature and get an accurate weight. Be prepared for questions like:

- **Is your pet up to date with vaccines?**
- **Do you have any behavior concerns?**
- **Is your pet on flea & tick prevention? Heartworm Prevention?**
- **Is your pet aggressive?**
- **Has your pet ever experienced any medical problems? Had major surgeries?**

**Examining your pet:** Next, one of our doctors will meet you and examine your pet. We check all the body systems: teeth, ears, eyes, skin, heart, lungs, abdomen, etc. If you tell us a specific concern, like “itchy skin,” we will focus on that of course.

**The Plan:** After the exam, the doctor will discuss the exam findings and what we recommend for your pet’s care. We believe veterinary care is a team effort and that team consists of the veterinarian, the technician, assistant and YOU. We want you to be fully involved and informed every step of the way. There is usually more than one way to treat or test and we see it as our mission to give you all the tools and options, so together we can create a treatment plan that is tailored to your pets specific needs and your budget. We see our patients as individuals!

**Diagnostics:** The Veterinarian may recommend tests; some are performed in-house, results typically take approximately 15min – one hour and if we send tests out to the lab, the doctor will inform you when we expect the results will be in.

**Treatment:** After the exam, or if necessary, testing, the veterinarian may recommend a treatment plan for your pet. These may include medications, RX food, shampoos, ointments, creams, etc. Don’t worry, almost all medications can be filled immediately at our in-house pharmacy.

**Appointment Recap and Questions:** After the doctor has completed his/her exam and discussed the plan with you, this is the perfect time to ask any questions you may have. The doctor will also review and recommend any vaccinations or other preventative care. We are not

about pushing products or over-vaccinating. We carry a wide range of preventative products and vaccines and we feel it is our responsibility to make you aware of all the options. Afterward, a technician will go over the medications and give you any necessary brochures.

**Check out:** After the doctor and technician have answered any questions you may have, you will be directed to check out at the reception desk. The receptionist will schedule a follow-up appointment if needed and then accept payment for today's services. For more information about payment options and financial assistance, please [click here](#).

### **After the appointment**

Please follow the doctor's treatment plan and contact us if there are any issues with giving medications, your pet is showing a sign of an allergic reaction, etc.

**Quality Control:** If your pet has an allergic reaction to vaccines or flea/tick/heartworm preventative and requires treatment, even if the treatment was performed at an emergency facility; contact our office immediately; we will work with you to get reimbursed by the manufacturer.

### **You May Also Be Interested In:**

What to Expect: Surgery