

Dear Client,

In order for your first visit to proceed most efficiently, **please fill out the new patient form regarding your pet's current skin problems to the best of your ability and bring it with you to the initial visit.** This information will aid us in focusing on the progression of the disease process over time. If any of the questions are unclear, our nursing staff will assist you in completing the form at the time of the appointment.

**Please follow your primary care veterinarian's recommendations regarding other medications your pet is receiving. Allergy testing is usually not done on the initial visit. Please do not bathe your pet for 5 days prior to the visit or clean your pet's ears/apply medications for 2 days prior to the visit.** In case blood work may need to be done, **please do not feed your pet 8 hours prior to your appointment** (unless your pet has diabetes). Water may be offered up until the time of the appointment.

You should plan on spending up to 1.5 hours at the clinic with your pet for your first appointment. This visit is usually the longest and subsequent visits are usually no longer than 30 minutes unless special testing is being done.

Many clients are coming to a veterinary referral practice for the first time and have questions regarding the visit. Factors such as cost of the visits, treatments, and time spent on appointments can be a surprise to someone who is not familiar with a veterinary dermatologist's fees and policies. Generally speaking, **the cost of the initial visit averages \$300-\$500.00.** This estimate includes the initial consultation and examination fee, microorganism screen, medications and possibly basic blood work. It is difficult to predict the cost of medications dispensed as this varies with the diagnosis and the size of the pet. **The cost of skin testing is not included in this estimate.** More involved diagnostic tests that include specific testing for thyroid disease, adrenal disease and/or biopsies are also not included. Repeat visits are often necessary in order to complete the work-up.

All bills must be paid when services are rendered. We accept cash, personal checks when accompanied by a driver's license, Visa, MasterCard, Discover, and American Express. We do not bill. If you have any questions regarding your payment, please discuss it with the receptionist before seeing the doctor.

**Should you need to cancel or reschedule an appointment, we ask that you let us know at least 48 hours in advance in order for us to fill the appointment with pets from our waiting list. Dermatology is currently booked several weeks in advance, please be courteous to other pet owners who need to see us. Those clients that NO CALL NO SHOW without a valid reason may be charged before another appointment will be scheduled.** Please do not hesitate to call the office if you have any questions regarding your appointment.

We look forward to meeting you and your pet!

Sincerely,

Sandra Sargent DVM DACVD