

## Welcome to Pittsburgh Veterinary Dermatology!

We look forward to working with you and your pet. Our goal is to improve your pet's quality of life with the diagnosis and treatment of his or her's allergy, ear or skin disease.

We have put this folder together to provide important contact information for you as well as information regarding your pet's skin disease. Please try to bring this folder with you to recheck examinations as we will include your pet's dermatology medical records each time as well as important information regarding diagnosis and treatment of your pet's particular problem. Information regarding each visit will also be forwarded to your primary care veterinarian in order to keep your pet's medical records up to date.

Please pay careful attention to the *Communication with PVD* information sheet. We believe that close communication between you and our doctor and staff is vital for the successful treatment of your pet's skin disease. Many of our patients suffer from chronic disease and their problems are rarely solved at the initial visit. Frequent recheck examinations and progress reports by phone or email are important to improve your pet's quality of life. We ask that you carefully fill out the section for contact information on the client questionnaire in order for us to be able to contact you most efficiently for progress reports.

Please don't hesitate to call or email one of our dermatology nurses with any questions regarding your pet's care that may arise. We'd like you to be aware that on average, most pets require a minimum of 3 visits with the dermatologist in order to achieve a diagnosis and long term treatment plan. Pets on allergy vaccine will need to be seen by our office at least once a year. Because the skin reacts to a variety of diseases in a limited number of ways, it is often difficult to assess your pet's progress over the phone.

Of course, your primary care veterinarian will continue to care for your pet's other medical needs. We will remain in close contact with them during our treatment of your pet's skin disease. If any urgent problems regarding your pet's skin disease or treatments develop outside of our regular business hours, please contact your primary care veterinarian or our nearby Veterinary Emergency Clinic for guidance.

Thank you once again for trusting us with the diagnosis and treatment of your pet's allergy, ear and skin disease. Welcome!

## **Communication with Pittsburgh Veterinary Dermatology**

We believe that close communication between you and our doctor and staff is vital for the successful treatment of your pet's skin disease. The information provided here will help us achieve our goals.

### ***Scheduling appointments***

Please call our receptionist, Cindy, regarding scheduling or canceling any appointments; any changes in your contact information or with concerns regarding whether your veterinarian has been informed of your visit. You may also call her to request refills of medications, topical treatments or allergy vaccine. She is also the best person to direct your call regarding financial concerns.

### ***Questions regarding your pet's visit, recommended treatments, possible side effects, etc.***

The dermatology nurse that coordinated your visit to PVD is the best person to answer any questions regarding that visit, including therapy recommended/dispensed during that visit, concerns about side effects, etc. Of course, sometimes that person may be unavailable but one of our other nurses will be able to help you.

### ***Why can't I always speak directly with the dermatologist?***

That is a very good question. Dr. Sargent is responsible for the care of pets with skin disease from across the state of Pennsylvania and even into Ohio and West Virginia. Although she would like to speak with each and every one of you every time you call regarding the dermatologic care of your pet, unfortunately it is just not possible. Much time has been spent training the staff of PVD in order to efficiently and compassionately address questions regarding your pet. They will speak directly with the dermatologist regarding your concerns and relay her recommendations to you. Dr. Sargent will also strive to maintain open lines of communication with your veterinarian as they are the primary care provider for your pet.

### **Contact information:**

Phone: 412-366-3400

Fax: 412-366-3489

Email: [skinhelp@pvs-ec.com](mailto:skinhelp@pvs-ec.com)