

VCA

Arboretum View Animal Hospital

2551 Warrenville Road • Downers Grove, IL 60515
Tel: (630) 963-0424
Fax: (630) 963-0537



Dear New Client:

Welcome and thank you for choosing VCA AVAH Animal Hospital. We are committed to providing you and your pet with the best possible care. In order for us to do that, we ask that you have referral information from your primary care veterinarian faxed to us at (630) 963-0537 at least 24 hours before your first visit. In addition, please complete the form (found on our website) regarding your pet's current skin problems 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 and in providing details about past treatments and their results.

Please remember the following things:

- Do not bathe your pet for 7 days prior to the visit or clean your pet's ears /apply medications for 1 day prior to the visit.
- Follow your primary care veterinarian's recommendations regarding other medications your pet is receiving.
- In case blood work may need to be done, please do not feed your pet after midnight the night before your appointment (unless your pet has diabetes). Water may be offered up until the time of the appointment.

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. You should plan on spending up to 1.5 hours at the clinic with your pet on your first appointment. This visit is usually the longest and subsequent visits are usually 30-60 minutes unless special testing is being done.

Generally speaking, the cost of the initial visit averages \$300- 400 without medications. This estimate includes the initial consultation and examination fee and basic skin/ear cytologies and scrapings that examine for microorganisms and parasites. It is difficult to predict cost of medications dispensed as this varies with the diagnosis and the size of the pet. Skin testing and more involved diagnostic tests that include specific testing for thyroid disease, adrenal disease and/or biopsies are additional. Repeat visits are often necessary in order to complete the work-up. However, repeat examinations and diagnostics often average \$180, plus the cost of medications.

We do offer a wait list and if you wish to have your pet seen sooner, please call back and let our reception staff know and we will do our best to accommodate this request! 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 wait list. 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,

Lindsay McKay, DVM, Diplomate, ACVD
Lindsay.McKay@vca.com