

Internal Medicine

at Colorado Animal Specialty and Emergency (CASE)

What to expect during your visit with the Internal Medicine Department

Initial Consultation

Before your first appointment with our Internal Medicine doctor, we'll request and review medical records from your primary veterinarian, emergency hospitals, and other veterinary care facilities at which your pet has received care. When scheduling the consultation, please inform us of any facilities where your pet has received treatment so that we may obtain all available information. The information we will review includes medical notes, diagnostic test results, and copies of X-rays or other forms of imaging. As this is a time-consuming process that occurs before the visit, we require payment for the visit at the time it is scheduled. We also request 48 hours' notice for cancellation in order to refund the visit cost.

Preparing for the Appointment

- » Fasting: We request that pets be fasted for 12 hours before the visit. This allows us to perform certain tests that require fasting at the time of the visit. If the pet is not fasted and a fasted test is recommended, they will need to return at another time for that test.
 - Exceptions: If your pet has special needs (e.g., diabetes), please contact us for personalized instructions.

- » Medications: Bring your pet's current medications or a list of their medications, which include:
 - Medication name
 - Strength (e.g., 10 mg)
 - Dosage (how much you give)
 - Frequency (how often you give it)
- » Diet: Please come to the appointment informed about the brand, type, and amount of food your pet eats, as well as any treats or supplements.

During the Appointment

1. **Check-in:** You'll complete some quick paperwork to confirm your contact information. Please list any of your primary care veterinarians with whom we should share the medical report regarding the visit.
2. **Exam Room:** A technician (veterinary nurse) will escort you and your pet to an exam room and collect a detailed history.
3. **Pet Exam:** Your pet will be brought to the IM treatment area, where vitals will be obtained, and the doctor will perform an exam while the technician reviews the history.
4. **Consultation:** After the exam, the doctor will meet with you to discuss your concerns



about your pet, answer questions, and make recommendations for testing and/or treatment.

5. **Diagnostics Estimate:** An itemized estimate will be provided for recommended testing and treatment.
6. **Diagnostics and Scheduling:** Any tests that can be done that day will be performed, and follow-up appointments will be scheduled as needed. Testing beyond a simple blood draw may require that your pet spend some part of the day at CASE. Procedures that require general anesthesia, such as a CT scan or an endoscopy, are rarely performed on the same day as an initial consultation and will usually be scheduled the following week.

For tests sent to outside labs, you'll receive results and a care plan by email or phone. Depending on the test, these results can take anywhere from 1-7 business days or occasionally longer for certain tests. You will be advised about when to expect results.

Rechecks

Follow-up visits are scheduled as needed. They may be brief and facilitated by a technician for patients who are doing well and are very stable, or they may be longer and more involved for patients still needing a higher level of care.

- » When you arrive, check in at the front desk.
- » A technician will take an updated history and confirm your pet's medications. Please come prepared with this information.
- » You'll receive an estimate for any tests, then your pet will be taken to the treatment area.
- » Once tests are complete, your pet will be returned to you, and a technician or doctor will review the results and the plan with you.
- » Future appointments will be scheduled if needed.

Fear-free medications

If your pet experiences anxiety or stress at the vet, we support the use of calming medications before the visit. If we've never seen your pet, please contact your primary care veterinarian to determine if it would be appropriate to dispense and administer an anti-anxiety medication before the visit.

Medication Refills

Some medications for your pet may be dispensed directly from the CASE pharmacy, and others may be filled at outside or online pharmacies. If you need to refill a medication prescribed by a CASE doctor, either at our facility or through an outside facility, we kindly request that you submit the refill request a MINIMUM of 3-5 days in advance. Please do not wait until you are out or nearly out of a medication before requesting a refill, as we may not be able to accommodate your request within that timeframe.

Communication

We receive a high number of telephone and email communications on a daily basis. We strive to respond to all communications within 48 hours. If you reach out to a doctor who is not in the hospital, the department will address your concerns as best as possible until the specific doctor returns.

- » **Non-urgent questions:** Please email us at internalmeds@coloradoanimalspecialty.com. We aim to respond within 48 hours. If you have an urgent medical concern that requires immediate attention, please do not contact us via email; instead, call us.
- » **Urgent concerns:** Call us directly at 303-545-2273.
- » **Emergencies:** If your pet needs immediate care, please call the hospital and ask for the emergency department or bring your pet directly
- » If there is a significant additional telephone or email consultation with the doctor outside of a given visit and the follow-up, which is provided for a given visit, an additional consultation charge may apply.

Thank you for trusting us with your pet's care. We look forward to partnering with you to enhance their quality of life and support you in managing their ongoing health needs.



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