Client Information

Thank you for choosing the University of Illinois Veterinary Teaching Hospital! The following information will help you get the most from your visit.

Whether you come for emergency, specialty or primary care; you can expect to be treated as an important part of the team caring for your animal. You’ll be fully informed about the condition, treatment options and recommendations, prognosis, and charges for your animal’s care so you can make the decision that’s right for you.

The hospital is divided into various specialty areas in order to provide the best care we can for your animal. Each specialty area is staffed by highly trained veterinarians and certified veterinary technicians. Therefore, our hospital operates differently from a private veterinary hospital. Frequently, our clients must wait longer to see our doctors than they would see a private practitioner. However, if you have been waiting longer than 20 minutes, please let the front desk know.

Initially, a senior veterinary student will examine your animal. After the examination, the student will discuss the examination findings with the doctor. The doctor will then examine your animal and will explain what tests and/or treatment may be necessary. At this time, you will also be provided with an estimate of the costs involved for tests and/or treatments.

Payment Policy

You should be prepared to pay one-half of the estimated charges at the time of hospital admission. Full payment for services is due at discharge. Payment can be made with cash, by check, or with a credit card (Visa, MasterCard, American Express, Discover, CareCredit). Some service charges, such as laboratory and pharmacy fees, may not have been posted to your account at the time of your animal’s discharge. These charges will be billed to you at a later date.

Record Information

Original records are the property of the University of Illinois. You, as the owner, are entitled to the information contained in your animal’s medical record. We will be glad to provide you with a copy of your records, however there will be slight delay in preparing them and there is a fee to cover our time and supplies. The legal owner (co-owners) will need to complete an Authorization to Release Information consent form. Questions about record copies may be directed to Medical Records at 217-333-5363.

Restricted Areas

Clients are allowed in the lobby and exam rooms only unless escorted by a member of the care team. For your safety, as well as that of our patients, please remain within these areas.

Client Parking

Free parking is available for clients in the spots marked “Client Parking.” If a “Client Parking” spot is not available, please park at a metered spot and ask one of our client services staff members for a hang tag for free short-term parking. Trailer parking is available for large animal clinic clients.

Cancellation Policy

If for some reason you are unable to keep your appointment, please call to cancel or reschedule 48 hours in advance (when possible):
Small Animal Clinic: 217-333-5300
Large Animal Clinic: 217-333-2000

Privacy Policy

We care deeply about your privacy and our relationship with you. Your personal information, including e-mail address, will only be used by the Veterinary Teaching Hospital and will never be provided to an outside organization for any reason.

Be a Good Human.

Did you know you can pre-register your pet with the University of Illinois Veterinary Teaching Hospital? Emergencies happen, so be prepared. The “good human” program is free and convenient. Members enjoy many benefits, including:

- Free new patient registration
- Fast check-in times for emergency services

Sign up at UlanimalER.com.