

I ILLINOIS

Veterinary Teaching Hospital

COLLEGE OF VETERINARY MEDICINE

Welcome to Our Hospital

Thank you for choosing the University of Illinois Veterinary Teaching Hospital. We have gathered the following information to help your visit go as smoothly as possible.

Your Pet's Care Team

First of all, you are an important part of the care team for your pet. We will fully inform you about the condition, treatment options and recommendations, prognosis, and charges for your pet's care, so that you can make the decision that's right for you.

Your clinical care team will consist of a senior veterinary student and a veterinarian, who will examine your pet and discuss with you what tests/treatments will be best for your pet. While we try to keep this process efficient, please expect your appointment to run longer than a typical veterinarian visit.

Reminders about Parking and Animal Restraint

Free parking is available for clients in any spot marked "Client Parking." If a "Client Parking" spot is not available, please park at a meter and ask one of our client services staff members for a hang tag for free short-term parking.

For the safety and wellness of our staff, clients, and patients, we ask that all pets be kept on a leash or in a carrier. Please keep in mind some pets are not feeling well and do not want to socialize.

Options While You Wait

Sometimes there may be a period of an hour or more when your animal is undergoing a treatment or diagnostic procedure. You may log onto the free Wi-Fi service by selecting **IllinoisNet_Guest** and registering a guest account.

On weekdays between 8 a.m. and 2 p.m. during the academic year, you can order from Einstein Bros. Bagels at our college by calling (217) 281-2477. Your food will be delivered to the hospital lobby. We also encourage clients to explore local restaurants or other activities to fill this time. Our friendly front desk staff can offer suggestions and directions.

If, during an appointment, you feel you have been waiting too long or if you have any questions, please ask for help at the reception desk.

Payment Options

Advanced medical care for animals can be costly. Full payment for services is due at discharge. If your pet is being admitted for overnight care, we will require you to make a deposit equal to one-half of estimated total charges.

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You can pay with cash, by check, or with a credit card (Visa, MasterCard, American Express, Discover). Or you can apply for CareCredit, a healthcare credit card.

Help with the Cost of Care

We strive to deliver the care you desire for your pet after you have been informed of costs, potential risks, and benefits. The important bond shared between people and pets is not limited by income level or any other societal barriers.

Do you need financial assistance to cover the cost of care for your pet? Fortunately, many friends of the hospital have made charitable gifts that allow us to subsidize the cost of care for owners with a qualifying income level. Please ask any of our staff for an application for funds. Criteria to receive funds include the ability to provide at least partial payment for care, approval of your CareCredit application, and a recommendation from your Illinois veterinary team member.

Would you like to help animal patients get the medical care they need, even though their owners have limited means? You can become one of the many generous animal lovers who have donated to help other patients and their families at our hospital. Our website makes online donations easy: **vetmed.illinois.edu/giving**. Or you can ask our client services staff how to make your tax-deductible gift to the University of Illinois Veterinary Teaching Hospital.

Clinical Trials

Your pet may qualify for a clinical trial being conducted by our experts who are discovering new and better ways to treat illness. In some cases, clinical trials help defray part or all of the cost of treatment. You will be fully informed about the risks and benefits to your animal, and no treatments will be performed without your consent. No patient data will be used without your permission. You can check with your pet's care provider to see if there are any clinical trials appropriate for your pet.

Your Privacy

We care deeply about your privacy and our relationship with you. Your personal information will not be shared with an outside organization without your approval. Records will automatically be sent to the veterinarian you listed on your intake form.

To request that a copy of your pet's record be shared with another clinic or for your personal files, please ask one of our client services representatives or call medical records directly at (217) 333-5363.

Connect with Us

Interested in learning more about animal health topics? Subscribe to our weekly Pet Health Column emails at vetmed.illinois.edu/news/newsletters.

The College of Veterinary Medicine and the Veterinary Teaching Hospital are also on social media. Follow us!

