

What to expect

RUMINANT FIELD SERVICE



52 Campus Drive, Saskatoon SK S7N 5B4

Small Animal Clinic
306-966-7126

Large Animal Clinic
306-966-7178

About the VMC

Welcome to the WCV Veterinary Medical Centre (VMC), the veterinary referral centre for all of Western Canada and the teaching hospital for future veterinarians and veterinary specialists.

Our clinical team includes board-certified veterinary specialists, clinical associates and registered veterinary technologists, as well as veterinary specialists in training (residents), clinical interns and senior veterinary students. We look forward to caring for your animal and meeting you in person.

Before Your Visit

To prepare for your visit to the VMC, please visit us online:

vmc.usask.ca/about/new-client.php

You will find more information about finding our location, parking, hours of operation and the Large Animal Clinic reception area.

What to Expect

While the WCV Veterinary Medical Centre (VMC) shares many similarities to other veterinary hospitals, there are some differences that may have an impact on your appointment.

- The VMC is a teaching hospital for WCV veterinary students and for students enrolled in the veterinary technology program at the Saskatchewan Polytechnic. Students participate in all aspects of examining and treating our patients under the immediate supervision of licensed veterinarians and board-certified veterinary specialists. While teaching is essential to our facility, the well-being of our patients is the highest priority for VMC clinical teams.
- Given the complexity of some cases, we may need to order additional diagnostic tests or consult with others about diagnoses and treatment plans for patients. If this is the case, we will may need to arrange an appointment for your animal to be sent into the clinic for further testing.

Overview

Here's a general overview of the WCV Veterinary Medical Centre's ruminant mobile field services:

- The VMC Ruminant Field Service team works with ruminants such as beef and dairy cattle, goats, sheep, alpacas and llamas.
- Our services include herd health visits (treatment and vaccination protocol development), 24-hour emergency care, medical work ups for sick and lame animals, euthanasia, pre-breeding evaluations and pregnancy checks, castrations, calvings, bull breeding soundness examinations, dehorning, and post mortem examinations.
- If the ruminant field service team deems that a case requires further care or diagnostic work up, they may refer your animal to the VMC's Large Animal Clinic for round-the-clock care by our medicine, surgery or theriogenology clinical teams. Complex foot trims and lameness diagnosis/treatment may also need to be performed using the VMC's tilt table.



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www.usask.ca/vmc

Payment

If your animal is not hospitalized, the WCVM Veterinary Medical Centre requires full payment at the time of service.

If your animal is hospitalized, half of the estimated cost is due prior to services being provided. Final payment is due at the time of discharge.

Occasionally, the hospital will mail statements to you after discharge for additional tests that were approved by you and for charges not included on the initial invoice at discharge.

The WCVM Veterinary Medical Centre accepts the following payment methods:

- cash
- credit card (Visa and MasterCard)
- debit card (Interac)
- personal cheque

If you have questions about payment, call the administration office at 306-966-7103, or visit vmc.usask.ca/about/payment.php.

For more information

Large Animal Clinic
306-966-7178
vmccorrespond@usask.ca

Overview, continued . . .

- Some diagnostic tests are dependent on the weather. Please let us know if you do not have shelter on your farm.

General Steps

- When you call to schedule an appointment, you will speak to one of our knowledgeable receptionists. **The receptionist** will ask basic questions to determine if field service is the appropriate department to handle your animal's needs. **The receptionist will** also ask for directions to your location (some distance restrictions do apply).
- Once a suitable appointment date has been found, the receptionist will arrange for a clinician to come to your farm. The length of time required for your animal's appointment will vary based on the nature of the visit.
- Clinicians may include clinical interns and residents who are working toward their specialty designation. The veterinarian is often accompanied by one or more senior veterinary students.
- During the appointment, the clinicians will take a comprehensive medical history of your animal, followed by a physical examination where the animal will be assessed for any current health concerns. They will recommend and discuss a diagnostic and treatment plan with you. The suggested plan can range from prescribing medications and conducting diagnostic tests to surgery or a referral to the VMC's Large Animal Clinic.
- The clinicians will discuss a verbal estimate of cost with you. Once the team returns to the VMC, an invoice will be sent to you by email or regular mail (please read "Payment" in the sidebar).
- The VMC requires that the animal's owner is present for the initial visit as well as for subsequent visits. However, certain situations allow for a designated person — such as a farm manager or family member — to be present on your behalf. If the animal's owner will not be present for the appointment, please let the receptionist know at the time of booking. **The receptionist** will verify the owner's contact information in case the clinical team needs to reach the owner by phone during the visit. Please note: appointments will not be conducted if a farm representative isn't available to aid in moving and restraining the animal(s).