

What to expect

AVIAN, EXOTIC AND WILDLIFE MEDICINE



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 Small 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. Please note that teaching takes additional time. 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 arrange an appointment for your animal to return for further testing.

General Steps

Here's a general overview of your pet's visit to the WCV Veterinary Medical Centre:

- The avian, exotic and wildlife medicine service at the VMC treats a wide variety of animals — both client-owned and wild. Our clinicians' patients include rabbits, rodents, birds, lizards and pet pigs, to name a few. Please call and speak to our receptionists if you are unsure whether the avian, exotic and wildlife medicine service would be the best service to see your pet.
- A senior veterinary student will meet you at the Small Animal Clinic reception area and bring you and your pet to a vacant room. A clinical associate or veterinary specialist, along with the veterinary student, will join you in the room. The student will ask you questions about your pet's health.
- Sometimes it is easier to perform a complete physical examination with additional help. Other veterinary students or the exotics technician may be asked to assist in the exam. Occasionally, the



UNIVERSITY OF
SASKATCHEWAN

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 cheques are not accepted.

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

Small Animal Clinic
306-966-7126
vmccorrespond@usask.ca

General Steps, continued . . .

clinician may recommend sedating your pet to perform a thorough and safe examination.

- The clinician will discuss the case with the veterinary student, and then they will present their findings to you and give you their diagnostic recommendations. They may suggest additional diagnostic tests such as blood tests, radiographs or an ultrasound examination.
- If you agree to further diagnostic testing, the clinical team members may ask you to leave your pet at the Small Animal Clinic for a certain period of time. For more extensive diagnostic testing or procedures that require general anesthesia, it is very likely that your pet will need to stay overnight at the WCVM Veterinary Medical Centre before (and potentially after) the scheduled tests and/or procedure.
- Once the clinical team's evaluation is complete, they will write a summary of their findings and recommendations and discuss them with you before you leave. If your regular veterinarian has referred your pet to the WCVM Veterinary Medical Centre, we will send a copy of the summary to the referring practitioner.
- We realize that your time is valuable. We will do our best to address your pet's health issues in a timely fashion and to accommodate your schedule. If you need to leave, we will send you a more complete summary by email the next day or after all test results have been collected. We can also call you or send the summary to you by regular mail.
- Elective surgeries (spay-neuter procedures) occur on Wednesdays. To ensure optimal comfort and recovery for your pet, the WCVM Veterinary Medical Centre includes the cost of pain medication, fluid therapy and overnight hospitalization in the overall fee for these elective surgeries. Pets undergoing spay-neuter procedures will stay at the Small Animal Clinic for three days (Tuesday to Thursday).

What to expect during a routine elective surgery appointment:

- You and your pet will come in for a consult appointment on the Tuesday before surgery. Pets do not need to be fasted. The veterinary student or clinician will take a comprehensive history of your pet's health and lifestyle and discuss any concerns you may have. You may then leave your animal at the hospital.

General Steps, continued . . .

- Your pet will receive a detailed physical examination, and the clinical team will perform the surgery on Wednesday. A student will phone you with an update on your pet's health once the procedure is complete.
- Animals typically stay overnight for monitoring and pain management, and they usually go home on Thursday (the day after surgery). However, we recommend limited activity for a duration of time after the surgery to help with healing. A student or clinician will discuss home care with you and provide a written copy of the instructions.