

What to expect

WELLNESS



52 Campus Drive, Saskatoon SK S7N 5B4

Small Animal Clinic | Large Animal Clinic
306-966-7126 | 306-966-7178

About the VMC

Welcome to the WCVM 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 WCVM 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 WCVM 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 Veterinary Medical Centre:

- The wellness service focuses on providing routine preventive and maintenance care for cats and dogs. To accommodate our clients' busy schedules, we offer evening and weekends appointments. Your pet will be able to stay in the examination room with you for the entire duration of the appointment.
- Our wellness services include the following:
 - annual physical examinations
 - vaccinations
 - parasite prevention and treatment
 - lab work and prescriptions for the management of ongoing medical conditions
 - administering required tests necessary to rule out genetic diseases



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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 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 . . .

- behavioural consultations
- senior pet health management
- planning and supportive care for breeding pets
- end-of-life appointments, which may include home visits
- The Veterinary Medical Centre works with external organizations that encourage responsible pet ownership. We accept payment vouchers for physical exams, vaccinations, and spay-neuter surgeries if they are provided by programs organized by Saskatoon SPCA and the City of Saskatoon.
- Members of the VMC wellness service play a vital role in supporting the education of our third- and fourth-year veterinary students by teaching them how to manage the most common type of appointments they will deal with once they enter private practice. They focus on developing their technical and communication skills — as well as their confidence — before entering the working world as competent veterinarians. As such, students are heavily involved in wellness appointments offered by the VMC. Teaching can take additional time: on average, wellness appointments take about 60 to 90 minutes.
- During a routine wellness appointment, the wellness team follow these steps:
 - the student or technician will take a comprehensive history of your pet's health and lifestyle
 - your animal will receive a detailed physical examination
 - the clinician will discuss findings with you and will make recommendations for additional tests (if needed) or will discuss a treatment plan with you. The clinician will also discuss preventive care options with you
 - in some unique cases, the wellness team may ask you to leave your pet so we can perform diagnostic tests. Or the clinician may recommend that you return at a later date to see one of our specialty clinical services if your pet's condition is more complex
- We realize that a visit to the VMC can be a stressful event for some pets. The wellness service tries to tailor appointments to each pet's comfort level, and the team will use various stress-reducing

General Steps, continued . . .

techniques before and during your pet's visit. These techniques can include the use of high-value treats, calming pheromone sprays, limited use of physical restraint, and anti-anxiety medications (on occasion). You can help your pet's experience by getting them used to a kennel and going for rides in a vehicle. You can also bring your pet to the clinic for a short visit before your appointment.

- The VMC and wellness service are committed to community support and engagement, as well as ensuring medical care is accessible to all pets and owners. Some initiatives include the following:
 - organizing vaccine and spay-neuter clinics in remote northern Saskatchewan communities
 - offering subsidized spay-neuter programs at the WCVM
 - providing health exams for local shelter animals
 - offering pet microchipping services at Saskatoon's annual Pets in the Park
- To book an appointment or inquire about the fees and services offered by the VMC's wellness service, please call and speak to one of our knowledgeable receptionists.