

IMPORTANT DETAILS REGARDING YOUR UPCOMING APPOINTMENT

Customer Contact Center



VETERINARY
MEDICAL CENTER

UNIVERSITY OF MINNESOTA

Driven to DiscoverSM

We look forward to partnering with you in the care of your pet, and we appreciate your patience during these challenging times. Below are some details to help you prepare for your upcoming appointment at the University of Minnesota Lewis Small Animal Hospital. If you have COVID-19 or are experiencing symptoms compatible with COVID-19, please have someone else bring your pet for evaluation if possible. If you have questions, please email us at vmc.umn.edu.

Please arrive on time

- Please arrive during your scheduled time for check-in. If you arrive early, please be prepared to wait until your scheduled time. ***If you arrive late, we may need to reschedule your appointment/procedure.***
- For pets scheduled for procedures on the next business day, the VMC offers free overnight boarding. If you are interested in this option, please email us at vmc.umn.edu or call the hospital at 612-626-8387.

When you arrive

- When you arrive, please park your vehicle and note the number of your parking space. Please call the intake desk at 612-625-8282, and inform the Customer Care (CC) Representative the reason for your visit (appointment, procedure, picking up medications, etc.).
- The CC Representative will ask you some questions about your health/COVID-19 exposure, gather information for your pet's medical record, and inform you of next steps of our COVID-19 admission process.

Curbside transfer for your pet *(available during COVID-19 restrictions)*

- A member of our Intake Team will come to your vehicle to collect your pet.
- Please remain in your car and wear a face-covering during the interaction.
- The Intake Team member who brings your pet inside, and returns your pet to you, serves as a medical courier and cannot answer questions about your pet's care.
- Please wait to ask your questions until you receive a call from your pet's care provider inside.

Patient admission form

- You may receive a packet from the Intake Team member. Please ensure you complete any included forms in a timely manner and as accurately as possible.

Medications

- If you anticipate your pet may need to stay in the hospital or need medications during their visit, please bring the medications with you in their original dispensing containers.

Special Diets

- If your pet eats a specialized diet or has a preferred food, please bring enough food for the planned duration of their stay with us.
- For those patients without special dietary needs, we provide a variety of balanced meals for all pets staying in our hospital.

Belongings

- Due to the restrictions associated with COVID-19, we cannot accept personal items for your pets during their stay with us (i.e., no toys, blankets, clothing, etc.).
- We have an ample supply of comfortable bedding for all our patients.

Discharge Process

- When your pet is ready to go home, we will call you to schedule a pick-up time. When you arrive, please call our intake desk at 612-624-8282, and tell us your parking spot number. The customer service representative will inform you of the next steps for discharging your pet.
- We will email you a summary of the visit and your pet's treatment recommendations. If you have questions before that is available, please contact your pet's doctor through the information given on the pink discharge slip.
- Before you leave, please make sure you have all your pet's medications, supplies, food, collar, etc.

Payment

We value your relationship with us. We will work with you to offer treatment options that take cost into consideration.

- Payment can be made online (24/7) at myvmc.umn.edu, via a mobile card reader, or by check handed to the intake team member.
- We accept checks, major credit cards (Visa, Mastercard, Discover, and American Express), and Care Credit.
- Care Credit is a national financing program and is accepted by the VMC. To apply for Care Credit, please visit <https://z.umn.edu/CareCredit>.
- Our accounting team would be happy to answer any of your billing questions. Please call 612-625-2745 or 612-625-0274.

Questions

If you have additional questions, please email us at vmc.umn.edu.