

# New Patient Welcome Letter & Guide

## WHO WE ARE

The Dermatology, Ear and Allergy Service of the LSU-Veterinary Teaching Hospital is proud to be your trusted dermatology service. Our Board-Certified

## GENERAL INFORMATION

If it is possible, please do not feed your pet the morning of the appointment in case sedation or anesthesia is needed. Always allow access to fresh water.

To ensure a smooth start to your appointment, please arrive 1530 minutes before your scheduled time, to register and become familiar with our facility and staff If you anticipate being late due to transit delays, please contact us promptly so we can make any necessary adjustments.

We are a Veterinary Teaching Hospital, and you might be greeted by a student who will get a thorough history of your pet, with the guidance of our clinicians. The student will then have you return to the waiting room while your pet is taken into the hospital and evaluated by our specialist doctors.

During your first visit at LSU Veterinary Teaching Hospital, plan to spend approximately one to two hours. This time allows us to thoroughly listen to your concerns, carefully evaluate your pet, and develop a comprehensive plan tailored to their needs. We take the time to provide thorough, personalized care for every patient. For extensive testing, your pet may need to stay with us for the day, with pick-up typically scheduled between 3:00 and 5:00 p.m. Please do not leave without informing the dermatology service and leaving a number at which you can be reached. We will not be able to proceed with any treatment without your consent.

The purpose of this first visit is:

- x to assess your pet's medical history and skin condition
- x make a comprehensive plan for testing or treatment
- x perform initial diagnostic tests, and initiate treatment

Please note that for medical reasons certain tests and procedures, like intradermal testing for allergies, or professional ear irrigation should not be performed during the initial visit. In that case we will discuss with you how to proceed further, to achieve the best plan for your pet and you.

Once the assessment is complete, the veterinarian and student will return to talk to you about their findings and recommendations. Within 2448 hours we will share information about your pet's status, conditions, and treatment with both you and your veterinarian via email/fax/mail.

Thank you again for choosing the LSU Dermatology Service. We look forward to providing the best possible care for your pet