MIDWEST VETERINARY REFERRAL CENTER

Welcome to MVRC

New Client Welcome Packet

2011

17497 N. OUTER 40 DRIVE CHESTERFIELD, MO 63005

Midwest Veterinary Referral Center

17497 North Outer 40 Dr
Chesterfield, MO 63005
Phone: 636.536.4991
MVRC Website
Directions if Heading East on Hwy 40/64
Directions if Heading West on Hwy 40/64

Welcome New Client!

Midwest Veterinary Referral Center's Specialists are committed to providing an unparalleled level of service for you, your pet and your family veterinarian. We believe in working closely with you and your veterinarian so your pet's immediate and long-term care can be best achieved. From the moment you schedule your pet's initial visit, our goal is to exceed your expectations. All patients will be treated with gentleness, compassion, and dignity they need and deserve while delivering the quality patient care you expect from our specialists and staff. Please do not hesitate to call with any questions or concerns should any arise prior to your appointment. At MVRC, we are here to better assist you and your pet to the best of our ability.

At this point, you have completed the first step by scheduling your pet's "Initial Consultation" with one of our specialists (Click Here for our Specialists' Bios).

Preparation for your Pet's Appointment:

Please Note the Patient Preparation Protocols for each service below. If you have questions regarding these protocols below please contact our office.

Surgery Appointments:

Sedation for additional diagnostics MAY be necessary at your pet's initial surgery appointment in order to provide you with the most information possible regarding your pet's condition and to help expedite treatment of their injury. As such, we ask that your pet have an empty stomach at the time of their appointment in order to make their sedation the safest possible experience.

Please refer to the schedule below to determine the appropriate feeding schedule for your pet the day of their appointment.

Appointment time before 12:00pm:

- Do not feed breakfast the morning of the appointment
- Fresh water is allowed at all times
- Any morning medication(s) may be given prior to 6:00am

Appointment time after 12:00pm:

- You may feed breakfast the morning of the appointment prior to 6:00am. No additional food or treats are allowed after 6:00am.
- Fresh water is allowed at all times

- Any morning medication(s) may be given prior to 6:00am

Preparation for your Pet's Appointment:

Medicine and Oncology Appointments:

Initial Internal Medicine and Oncology appointments do not usually require sedation.

However, for any Internal Medicine or Oncology appointment where a sedated or anesthetized procedure is anticipated or scheduled:

- No food after midnight for all endoscopy procedures (upper GI, rhinoscopy, bronchoscopy) or sedated or anesthetized biopsies. Fresh water is allowed at all times.
- Colonoscopy patients may not have food after 8pm the night before. Fresh water is allowed at all times.
- If questions regarding whether your patient's appointment will require sedation or anesthesia, please ask our receptionists to check with the doctor when scheduling your appointment.

Ophthalmology Appointments:

Most Initial ophthalmology appointments do not require sedation or anesthesia.

However, if your patient is scheduled for an ophthalmology appointment that may require sedation or anesthesia: For example, corneal injuries, corneal ulcers, or other emergency eye procedures or surgeries**:**

- No food after midnight. Fresh water is allowed at all times.
- Any morning medication(s) may be given prior to 6:00am

THE SECOND STEP is to **REQUEST YOUR VETERINARIAN TO FAX YOUR PET'S RECORDS TO 636.536.4951**.

It is IMPERATIVE we receive your Pet's medical history prior to the appointment for 3 reasons:

1. *So our specialists may review your pet's medical records in a timely manner, thus avoiding unnecessary delays during your appointment time*
2. *To provide the best possible treatment for your Pet*
3. *To ensure services and diagnostics are not unnecessarily duplicated at additional costs to you.*

IF ANY X-RAYS WERE TAKEN PERTAINING TO THE REFERRAL, WE ASK THAT YOU BRING THEM WITH YOU TO YOUR SCHEDULED VISIT.

Lastly, please complete the New Client form and Submit on the MVRC website. Please submit the form at least 2 days prior to your scheduled appointment if possible.
(Click Here for New Client Form).
(This will eliminate your wait time and ensure your pet is seen efficiently)

PLEASE ARRIVE 15 minutes early for your appointment so that any additional information or questions can be answered at that time. Arriving at your appointment time or later may cause additional wait times and cause your allocated Initial Exam time to be shortened.

We greatly appreciate your cooperation and look forward to meeting you and your pet. Do not hesitate to call with any questions or concerns prior to your appointment.

Sincerely,
Midwest Veterinary Referral Center Staff

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New Client Check List

- ☐ I have made the Initial Consultation Appointment at MVRC
- ☐ I have requested the Veterinarian to fax my Pet's records to MVRC
- ☐ I have the X-ray Films, or Digital Radiographs (if applicable) to bring with me to the appointment
- ☐ I have submitted the New Client Form on MVRC website
  (Preferably at least 2 days prior to the appointment)
- ☐ I will not feed my Pet after midnight the night before the appointment if indicated above.
- ☐ I will only give my Pet "Essential Medications" the morning of the appointment prior to 6am.

REMINDER: HOSPITAL POLICY CLEARLY STATES ALL DOGS & CATS MUST BE ON A LEASH OR IN A CARRIER UPON ENTERING THE BUILDING.

Not only is this a policy for your safety, but also your Pet's safety