

# Your Visit to the Veterinary Teaching Hospital

**Y**our veterinarian has referred you to the University of Illinois Veterinary Teaching Hospital so your animal can benefit from the extensive facilities and board-certified specialists available here. We are eager to provide the very best care for your animal. Before your visit, please review this sheet so you will know what to expect during your visit.

## Your Appointment

As a teaching hospital, we involve senior veterinary students in the initial examination of your patient, with the oversight of a supervising specialist. Plan for your visit to take longer than would an appointment with a private veterinarian to accommodate the teaching process. You will have ample time to discuss tests and/or treatment options with the specialist. If you wait longer than 20 minutes for your appointment, please alert the front desk staff.

If you are unable to keep your appointment, please call (if possible) 48 hours in advance to cancel or reschedule.

## Payment Policies

At the end of your appointment, you will be provided with an estimate of the costs involved for tests and/or treatment of your animal's problem. One-half of the estimated charges must be paid at the time your animal is admitted to the hospital. The balance is due at discharge. Fees for outpatient visits are due in full at the time service is rendered. We accept cash, checks, or credit cards. Some service charges, such as laboratory fees and pharmacy, may not have been posted to your account at the time of your animal's discharge. These charges will be billed to you at a later date. We apologize for this inconvenience.

## Coordinated Care with Your Veterinarian

You will be asked to provide the name of the veterinarian who referred you to our hospital so that we can communicate with your referral or local veterinarian during diagnosis and treatment or hospitalization as well as after discharge of your animal. For example, our doctors may send a summary letter or call your veterinarian to share your animal's diagnosis, treatment, prognosis, or test results. If you decide you do not wish for your veterinarian to receive updates, you must request, in writing, that no further information be provided.

## Medical Record Information

Medical records relating to your animal patient are the property of the University of Illinois. You, as the legal animal owner, may request a copy of the information contained in the record by completing an Authorization to Release Information consent form. There is a fee to provide this copy to cover our time and supplies. Questions about record copies may be directed to Medical Records at 217-333-5363.

## Our Mission

As part of the University of Illinois, the Veterinary Teaching Hospital shares the mission to teach, to serve the people of Illinois, and to continuously seek improvements in knowledge.

- Educating the veterinarians of tomorrow
- Providing the best care for your animal
- Developing more effective treatment methods and expanding knowledge of animal illnesses



# Veterinary Teaching Hospital Location and Parking

1008 West Hazelwood Drive  
Urbana, IL 61802

[www.vetmed.illinois.edu/vth/](http://www.vetmed.illinois.edu/vth/)

Small Animal Clinic: 217-333-5300

Large Animal Clinic: 217-333-2000

The Veterinary Teaching Hospital is located in Urbana, Illinois, 140 miles south of Chicago, 120 miles west of Indianapolis, and 170 miles northeast of St. Louis. From Interstate 74, take the Lincoln Avenue exit south and travel about 3.1 miles until you reach Hazelwood Drive, at the southeast corner of the University's main campus.

Designated Client Parking is available in front of the Small and Large Animal Clinic Entrances. Metered spaces are also available on the street. Parking in designated Faculty/Staff rental lots may result in ticketing by Campus Parking that you will be responsible for.

