

# Veterinary Medicine Specialists of Dallas/ Fort Worth

## Client Information

- We understand there are often financial concerns related to the care of a pet. For this reason, we will provide an estimate prior to all procedures or tests. Payment for services rendered is required at the time of discharge. We also offer Care Credit and Chase Health Advance as other payment options. If your pet is hospitalized, please feel free to call for a current invoice at any time.
- If your pet is hospitalized, visitation is generally encouraged. Please call ahead so we may arrange a time and room for the visit. Visits after hours (after 5 pm Monday – Friday, on weekends, and major holidays) should be arranged through the Animal Emergency Hospital of North Texas (817-410-2273).
- Phone calls are returned the same day for hospitalized patients. For pets that have been discharged, phone calls are generally returned in 1 - 4 working days. If your pet requires immediate care and you are unable to reach a doctor at Veterinary Medicine Specialists, please contact your primary care veterinarian directly. The Animal Emergency Hospital of North Texas is open 24 hours a day, 7 days a week if emergency care is needed.
- A complete case summary will be sent to your primary care veterinarian following your pet's stay with us. This will include any diagnostics performed, treatment recommendations and a follow-up protocol.
- All discharges are scheduled and should occur prior to 5pm. Please call to schedule a discharge or visit. No unscheduled arrivals or visits.
- Prescription refills require a minimum of 24 hours to be filled. It is best to call a week in advance of need for a refill request.

**Veterinary Medicine Specialists of D/FW** ..... 682-223-9770

**Animal Emergency Hospital of North Texas (AEHNT)**..... 817-410-2273

**Dallas Veterinary Surgical Center (DVSC) – Grapevine** ..... 817-379-5444

\*\* AEHNT and DVSC cannot give test results or medical recommendations for patients of VMS D/FW \*\*

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Owner/ Responsible Party