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## **Internal Medicine New Patient Referral Information and Instructions**

VCA Northwest Veterinary Specialists Internal Medicine Doctors  
are available seven days a week.

Robert Mack, DVM, DACVIM	Hours: <b>8:00a-6:00p Tuesday-Thursday</b>
Cassandra Brown, DVM, DACVIM	Hours: <b>8:00a-6:00p Thursday-Saturday</b>
Jason Reeder, DVM, DACVIM	Hours: <b>8:00a-6:00p Sunday-Wednesday</b>

Judy Manning, Internal Medicine Referral Coordinator: Direct line: 503-496-3063  
[Judy.Manning@vcahospitals.com](mailto:Judy.Manning@vcahospitals.com) Hours: **8:00a-6:00p Monday-Thursday**

Thank you for scheduling an appointment with our internal medicine department. Our goal is to provide the best care possible for you and your pet. In order to be as effective and efficient as we can, we ask that you read and follow these instructions prior to your appointment.

If you have any questions or need more information prior to scheduling an appointment with one of our internists, please request to speak to our Referral Coordinator, Judy Manning, or to one of the internal medicine technicians. If Judy or the technician cannot answer your question, they will discuss your concerns with one of the internal medicine doctors and will call you back in a timely manner. You can also leave a voicemail. Calls are returned as soon as possible. If you feel that your pet is in an emergent situation please make sure this is brought to the attention of the person that you speak with on the phone. In some cases, we may recommend that your pet be evaluated by our emergency service so that your pet can be seen as soon as possible. At VCA NWVS an emergency veterinarian is on staff 24 hours a day, 7 days a week, and 365 days a year. In many cases, one of the internists can provide a consultation to the emergency doctor if needed until transfer to the internal medicine service can be achieved.

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**Referral Appointments with the Internal Medicine Service:**

1. We will request a copy of your pet's medical record from your veterinarian including written chart notes and lab work results so that the doctor may review them prior to your scheduled appointment. You should obtain a copy of all x-rays that have been taken and bring these with you to your appointment. This will allow us to better understand your veterinarian's concerns and avoid repeating tests that have already been performed.
2. Please remember to bring in all medications that your pet is currently receiving. This is extremely valuable information and will help the internist plan further treatment recommendations.
3. We request that you withhold food from your pet on the day of his or her appointment. There are many diagnostic tests and/or procedures that require the patient to be fasted. We know that your time is valuable and so we want to be as efficient as possible in terms of performing the appropriate diagnostic tests. Water is fine and you can feed your pet dinner the night prior to your appointment. If your pet is diabetic, or has another condition in which withholding food could potentially be harmful, please call the internal medicine department to obtain instructions.
4. Following a complete review of the chart notes, and obtaining a thorough history and a complete physical examination of the patient, the internist will discuss your pet's situation and will make recommendations for further treatment and diagnostic testing. An itemized estimate for these recommendations will be provided and explained to you prior to further financial obligation to you.
5. A letter will be faxed to your veterinarian outlining our findings, treatments and future recommendations. We will also fax a copy of all lab results, including lab work and radiographic and ultrasound reports to your primary veterinarian for your pet's permanent record.

If you need to change or cancel your appointment, please try to notify NWVS 48 hours prior to the appointment time.

Our office will call to confirm your appointment 24-48 hours before the scheduled appointment day. If you have any questions, please call our office at any time.

Thank you! We look forward to meeting you and your pet.

Internal Medicine Department  
VCA Northwest Veterinary Specialists