



**PITTSBURGH  
VETERINARY  
DERMATOLOGY**

807 Camp Horne Rd  
Pittsburgh, PA 15237  
Phone: 412-366-3400  
info@pittvetderm.com

1535 Washington Rd  
Washington, PA 15301  
Phone: 724-809-2000  
info@pittvetderm.com

Dear Client,

In order for your first visit to proceed most efficiently, **please fill out the new patient form regarding your pet's current skin problems to the best of your ability and submit the completed questionnaire on our website at <http://www.pittvetderm.com/new-patient-questionnaire.pml>**. By filling out and sending the questionnaire back to us prior to your visit, you will maximize the time we can spend with you and your pet. However, our nursing staff is available at the time of your appointment should you have questions regarding completing the questionnaire.

**Bring all medication** your pet is currently taking or has taken for the current condition. This includes shampoos and ear medication. **Please follow your primary care veterinarian's recommendations regarding other medications your pet is receiving. Allergy testing is usually NOT done on the initial visit. Please do not bathe your pet for 5 days prior to the visit or clean your pet's ears/apply medications for 2 days prior to the visit.** In case blood work may need to be done, **please do not feed your pet 8 hours prior to your appointment** (unless your pet has diabetes). Water may be offered up until the time of the appointment.

If this is your first visit, please arrive approximately 15-20 minutes prior to your exam so we can process your registration forms and review your records.

You should plan on spending up to 1.5 hours at the clinic with your pet for your first appointment. This visit is usually the longest and subsequent visits are usually no longer than 30 minutes unless special testing is being done.

Many clients are coming to a veterinary referral practice for the first time and have questions regarding the visit. Factors such as cost of the visits, treatments, and time spent on appointments can be a surprise to someone who is not familiar with a veterinary dermatologist's fees and policies. A general estimate will be given to you by our customer service representative at the time of scheduling your appointment. This estimate does not include the cost of allergy testing as this is rarely done at the first visit. It is difficult to predict the cost of medications dispensed as this varies with the diagnosis and the size of the pet. More involved diagnostic tests that include allergy testing or specific testing for thyroid disease, adrenal disease and/or biopsies are also not included in this initial estimate. Repeat visits are often necessary in order to complete the work-up.

All bills must be paid when services are rendered. We accept cash, personal checks when accompanied by a driver's license, Visa, MasterCard, Discover, Care Credit and American Express. We do not bill. If you have any questions regarding your payment, please discuss it with the receptionist before seeing the doctor.

**Should you need to cancel or reschedule an appointment, we ask that you let us know at least 48 hours in advance in order for us to fill the appointment with pets from our waiting list. Dermatology is currently booked several weeks in advance, please be courteous to other pet owners who need to see us. Those clients that NO CALL NO SHOW without a valid reason may be charged before another appointment will be scheduled.** Please do not hesitate to call the office if you have any questions regarding your appointment.

We look forward to meeting you and your pet!

Sincerely,

Sandra Sargent DVM DACVD  
Ashley E. Detwiler DVM DACVD