

## **FAQs for Doctors**

### ***How do consultations work?***

Dr. Benitez and DVSC can be contacted by text, phone or email. We know that each patient is unique and we would be happy to discuss the case prior to scheduling. For cases without a clear-cut surgical solution or owners that are unsure about surgery, an in-house consultation can be performed prior to scheduling surgery. At this appointment, our surgeon will do a thorough examination and discuss options with the owner. The consultation fee is \$110. This fee is waived if the surgery is scheduled in a timely manner after consultation (within 2 weeks unless otherwise determined). We recommend that you bill the client up front for the consultation to ensure you will have that fee covered in case we need to just bill you for the consult.

For patients with a clear diagnosis and solution (ie. cruciate tear and TPLO), an in-house consultation is not required. The pet can be scheduled and a full evaluation will be done at the time of surgery.

### ***How does our hospital get on the DVSC network?***

DVSC requires that your hospital be equipped for safe general anesthesia practices and monitoring. Tracheal intubation, gas anesthesia, intravenous catheters, IV fluids and injectable perioperative medications are required. A well-trained veterinary technician or assistant must be available for monitoring and assisting the surgery. If your hospital is not equipped for surgery, your surgery may be still be scheduled at another hospital, if needed.

Please call for more information. DVSC reserves the right to decline to perform procedures if the hospital does not practice a standard level of care expected for advanced surgical procedures.

### ***How do you bill us for the surgical procedure?***

The price list provided gives a general estimate of charges. Other procedures may be discussed on a case-by-case basis. These prices reflect costs invoiced to your hospital upon completion of the surgical procedure. Your total client costs are made based on your hospital policy. You will be sent an electronic invoice upon the completion of the procedure.

Prices are subject to change depending on the final consultation and condition of the patient. Prices will be re-evaluated and updated biannually to reflect changes in market costs.

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## **FAQs for Doctors (cont'd)**

### ***Do cases need to stay overnight at our hospital?***

After surgery, the patient is under the care of your hospital and attending DVM at your clinic. Many times, the decision to send a pet home or to stay in your clinic post-operatively depends on the type of procedure, expected discomfort level, willingness of owner to care for pet, and recovery of pet. We prefer the majority of patients to stay overnight in hospital.

It is the hospital's duty to inform owners on the hospital policy of overnight care. Hospitals not equipped for surgical procedures or for cases requiring critical care monitoring post-operatively, we strongly recommend overnight monitoring at a 24-hour Emergency Hospital.

### ***What about recheck appointments?***

DVSC will make recommendations for you to re-evaluate post-operative patients. If there are any concerns, we are available to answer any questions.

### ***Do you have a cancellation policy?***

Yes. We do charge a \$125 cancellation fee if the procedure is canceled < 24 hours from the surgery date.

### ***How do we schedule a surgery with DVSC?***

You can call, text or email DVSC at 980-257-4247 or [benitezm@dogwoodveterinarysurgery.com](mailto:benitezm@dogwoodveterinarysurgery.com). Please have the owner review and sign our surgery consent form. It is important that they fill out the form with up-to-date contact information.

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To find out more about how we can help you and your clients,  
please feel free to contact us at 980.257.4247 or email  
[contact@dogwoodveterinarysurgery.com](mailto:contact@dogwoodveterinarysurgery.com)