

# New clients - What to expect for your first visit

## Welcome!

Thanks for contacting us and planning your first visit! We are so glad you have chosen us for the health care needs of your unique and beloved pet. This handout is intended to help you get to know what to expect during your first appointment. Please do not hesitate to let us know if you have any questions, concerns, or special requests for your first visit to us!

## Questionnaires

We would love to have as much information as possible about your pet and how you care for them, as well as any concerns you might have if your visit is for a medical or behavioral issue. Our questionnaires make it easy for you to provide us with this information. Please consider completing the questionnaires in advance. Having as much information ahead of time helps us to be better prepared for your first visit.

Questionnaires can be completed directly online or downloaded in printer friendly format (.pdf). Printed forms can be brought with you to your visit or scanned and emailed in advance to [exotics@carolinavet.com](mailto:exotics@carolinavet.com).

Please complete the appropriate **new patient form** (bird, small mammal, or reptile) found below. If you are a new client to us, please **ALSO** complete the **new client form**.

<b>New client form</b>	<a href="http://www.huntersville.carolinavet.com/site/new-patients">www.huntersville.carolinavet.com/site/new-patients</a>
<b>Birds</b>	<a href="http://www.huntersville.carolinavet.com/site/new-avian-patients">www.huntersville.carolinavet.com/site/new-avian-patients</a>
<b>Small mammals</b>	<a href="http://www.huntersville.carolinavet.com/site/new-exotic-mammal-patients">www.huntersville.carolinavet.com/site/new-exotic-mammal-patients</a>
<b>Reptiles</b>	<a href="http://www.huntersville.carolinavet.com/site/new-reptile-patients">www.huntersville.carolinavet.com/site/new-reptile-patients</a>

## Previous medical records

If your pet has been seen at a different veterinary hospital, please consider having them send us medical records, X-rays, and other documents in advance of your visit. If you have been referred to us by another vet, please help ensure that medical records have been sent. Previous records can be emailed to [exotics@carolinavet.com](mailto:exotics@carolinavet.com) or faxed to 704-949-1101. Alternatively, you can ask our reception staff to contact the veterinary hospital to obtain these records in advance.

## What to bring to your first visit

Fecal sample from home – For reptiles of all ages and for rabbits less than 6 months of age
Previous medical records (if any, and not yet sent in advance)
Current medications (if any), or photos of medications
For sick pets, please consider bringing a 2 to 3 day supply of your pet's food from home. We can refrigerate any fresh foods you bring.

## Prepare your pet for travel

For safety purposes, all pets **MUST** be securely transported in a carrier, travel cage, or other suitable enclosure during their visit with us. Pet pigs too large for a kennel must be outfitted with a secure harness and leash.

Please make sure the temperature in your vehicle is suitable for travel. For example, if it is cold outside, please preheat your vehicle before your trip.

## Curbside service (COVID policy)

Due to the current COVID-19 pandemic, our veterinary hospital is operating through curbside service in order to limit the number of people in the building at any given time. This policy is in place to protect you as well as our staff. Please let us know if you have any questions, concerns, or special requests regarding our current curbside service.

When you arrive, please park in a numbered parking space and call us at 704-949-1100. A team member will then speak with you by phone to talk about your pet and to establish the plan for your visit. A team member will then come out to your vehicle to get your pet and bring them into the hospital. You are welcome to leave the property briefly once your pet is brought indoors, just let us know if you leave and when you expect to return. Once we are finished, we will call you to talk about the visit and discuss final details. Once your pet's visit is finished, we will come back out and return them safely to you.

## Payment

With our current curbside service, the preferred method of payment is by credit or debit card over the phone. Please let us know if you prefer to pay using a different method (eg. cash, CareCredit) or if you have any other concerns about invoicing and payment.