

Welcome to WisCARES

All clients are encouraged to read this to better understand our process. Please keep this sheet for future reference. By acknowledging the following, **you can help us help more pets** every day:



WisCARES is a non-profit extension of the **University of Wisconsin – Madison School of Veterinary Medicine**. We get a few cool benefits but mostly we operate separately from them and function more like our own private practice.



Your pet will most likely be seen by a **4th year veterinary student** today. Our students are almost doctors who work very hard to see that all your needs are met. All exams and medical decisions are overseen by licensed veterinarians. No treatments are made without them being discussed with a veterinarian first.



Please be patient with us. We are trying to help many people every day. We will aim to see all patients and clients at their allotted appointment time. Clients may experience longer wait times in the event of urgent cases or staff shortages. We value every one of our patients and the humans they bring with them. If you have time constraints today, make sure to notify us ASAP; we will do what we can to expedite your visit.



Clients must remain onsite for the entirety of their pet's appointment, unless prior arrangements have been made. **DO NOT LEAVE** without letting someone know where you are going or being available by phone. If you need to head over to Kwik Trip for a few minutes, let someone know. If we can't get a hold of you, then we can't run tests or prescribe medications without your permission, and we will start treating the next patient while we wait.



It is your responsibility to notify the clinic in a timely manner when refills are necessary. Requests for food and prescription refills must be made **3 to 4 business days prior to your need**. Medications requiring pre-authorization from a veterinarian may require additional time to process. **Same day requests cannot be fulfilled**, so make sure to plan ahead. Do not wait until food or medication runs out, especially if they are for daily use. Some medication refill requests will require an appointment before they can be filled.



Because we are a small staff with a lot of work to do every day, sometimes we are so short staffed we may have to slow things down or even close, especially around holidays. Make sure to **check Facebook or call ahead** if you have a long way to come to get to us.



We try to make caring for your pet as easy as possible by being available for questions by phone or email, but we will always prioritize our animals in the clinic first, our urgent phone calls second and less urgent phone calls and emails last. **If you have an urgent need, please call us**, and express to us the urgency of the need so we can prioritize you. **Phone calls and emails are only addressed during business hours.**



We have **social services!** If you need assistance acquiring housing or other resources, feel unsafe in your home or are struggling in any way that is not about your animal, please let our staff know and someone from our social work team can reach out to you.

Scheduling an Appointment:

We schedule **appointments at a maximum of 48 hours** ahead of time, with a few exceptions. Routine care visits can be scheduled well in advance every other Monday only. We offer **same-day** appointments, **but these are not guaranteed**. This may seem inconvenient, but this allows us to adjust easily to the needs in our patient's and client's lives, and we can slow down if we need to for urgent cases or staffing shortages. Deposits may be required in certain cases, such as surgical procedures or multiple pet appointments.

Hours of Operation:

Every other Monday 11AM-4PM Routine care like annual physicals can be scheduled well in advance.
Tuesdays, Wednesdays, & Fridays 9AM-4PM Appointments are scheduled up to 2 business days in advance. Same-day appointments are dependent on staffing and how critical our other cases may be.
Thursdays 9AM-2PM Reserved for surgical procedures only – we are unable to schedule other appointments on this day. However, clients may still pick up food orders and medication refills.
Closed on weekends

Thank you for entrusting your pet's care with us today. Please let us know if you have any questions!

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