



Veterinary Health Center

MANHATTAN, KANSAS

OFFICIAL PROTOCOL

EXAM, RECHECK AND CONSULTATION FEES

All animals in the VHC are required to be registered and have a medical record set up at the appropriate desk. All animals will be housed in clinical areas. Exceptions for research animals must be approved in advance by the Associate Dean of Clinical Programs.

I. Exam Fees

- A. New patients presented to the VHC will be charged an “exam” fee for the service they are visiting. All patients born in the VHC must be registered and have an exam fee charged (see Agricultural Practices Procedures and Pricing for exclusion).
- B. In situations where a small animal patient is presented on emergency and it is determined that a second service (other than SAM & SAS) needs to be called in, then the second service will charge a full specialty exam fee for their service. If that patient returns, they will be charged a recheck fee for SAM, SAS or other specialty service that saw the patient.

II. Patient Recheck Fees

- A. Patients will be charged a “recheck” fee for each subsequent visit for the same diagnosis within one year. To maintain the patient/client/doctor relationship, a complete exam must be performed annually and charges entered in the electronic medical record (EMR) for all sections/services excluding Cardiology, Dermatology (patients being treated for chronic allergies, chronic ear infections (Otitis), chronic skin infections, and Auto-Immune Diseases), Equine (joint injections including IRAP and PRP therapy), Oncology, Ophthalmology (post-op glaucoma and cataract surgeries, uveitis and scleritis), and Small Animal Medicine [Addison’s Disease, IMHA, GME, Immune-mediated thrombocytopenia, Lupus (SLE), Immune-mediated polyarthritis, Chronic renal failure, Medically managed hyperthyroidism, Diabetes mellitus, Eosinophilic bronchopneumopathy, Epilepsy, Chronic Hepatitis (aka Chronic Active Hepatitis), Cushing’s Disease (Hyperadrenocorticism), Histoplasmosis, Perianal Fistula, Immune Mediated Neutropenia, and Polycythemia Vera, Sub System Flush]. These exceptions also apply to Pet Health Center rechecks. Pet Health Center patients presenting for annual vaccines/tests or new medical problems must still be charged a PHC Wellness Exam or PHC Exam.

Example: Animal presents three times for an allergic reaction to fleas. An “exam” fee is charged for the first visit and a “recheck” fee is charged for the following two visits. If the same animal presents several weeks later for a respiratory infection, an “exam” fee is charged for the first visit and a “recheck” fee for the following respiratory infection visits up to one year.

- B. Patients that have presented after hours and return to the same service for the same problem or complications for the same problem within 24 hours will be charged a recheck fee. No emergency fee or emergency exam fee will be charged.

Example 1: After hours a patient arrives, is treated, sent home, and returns within the next 24 hours to the emergency service for the same problem.

Example 2: After hours, a patient is treated and returns during regular hours to the Pet Health Center, Small Animal Medicine or Small Animal Surgery for treatment related to the after-hours visit/problem.

Example 3: During regular hours, a patient is treated by one of our services and returns after hours for treatment related to the first visit/problem.

III. Consultation Fees

In situations where a patient is presented for an appointment and another service is asked to provide a consult while the patient is hospitalized, the second service will charge a “consultation” fee in addition to the “exam” or “recheck” fee charged by the first service. If the patient is sent home and returns for a separate scheduled appointment to a different service, the patient will be charged an “exam” fee by that service.

- A. *Example 1:* Patient is presented to the Internal Medicine Section and a Cardiology Consult is requested. Internal Medicine charges an “exam” or “recheck” fee as indicated in paragraph 1 above. The Cardiology Service charges a “consult” fee. If the patient later returns to Cardiology for the same problem, a recheck fee will be charged.
- B. *Example 2:* Patient is presented to the Pet Health Center and charged an “exam” or “recheck” fee as indicated above. During that exam, it is determined the patient needs to be seen by an Ophthalmologist at the next available appointment because the Ophthalmologist is not available to provide an immediate consult. Patient is charged an “exam” fee by Ophthalmology Service on the date of the ophthalmology appointment.

If a patient is seen by a second service and a consultation fee is charged, that service need not charge an “exam” fee if the patient is returned to the specialty service a few days/weeks later. In these cases, a “recheck” fee may be charged. If a consultation fee was not charged, the specialty service must charge a full exam fee.

- IV. Exceptions – See Special Pricing (Agricultural Practices) for exceptions.