

# New Client Information Sheet

## Veterinary Neurology Center

3051 Edinger Ave.

Tustin, CA 92780

949-784-8703 Ph.

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**Veterinary Neurology Center** is the only specialty hospital in southern California focused entirely on management of neurological conditions of dogs and cats. We treat conditions such as seizures, paralysis, balance problems, etc. All of our board-certified neurologists received years of specialty training in neurology and neurosurgery after veterinary school. Additionally, they regularly attend continuing education seminars to bring you the most current treatments. Our support staff members are all well versed in taking care of pets with neurological problems, and they enjoy providing all the TLC needed to keep your furry family member comfortable.

Our care of your pet starts with a consultation with the neurologist. After the neurologist discusses your dog or cat's history with you and performs the exam, he or she will then recommend treatment or diagnostic testing and will provide you with a detailed written estimate for those services. Our veterinarians will stay in touch with your family veterinarian via fax, phone calls or e-mail.

If your pet is hospitalized with us, you will receive a phone update every day after the doctor examines him or her. You are always welcome to call any time to get additional updates. On weekends and most weekday evenings, your hospitalized cat or dog will be housed at Orange County Veterinary Specialists (in our complex), where there is a veterinarian around the clock. You may also call them to check on your pet. Visitation of your hospitalized pet can be arranged at our hospital before 5 pm or at OCVS before 10 pm.

At the time of discharge from the hospital, we will provide you with detailed instructions for home care. A technician will go over these instructions with you and answer any questions you may have. Once you are home with your pet, you may call us any time with questions or concerns. It is best to call us before 7 pm if possible. If a non-urgent matter arises afterhours, please leave

us a phone message and we will call you back in the morning. If there is an urgent matter afterhours and you reach our answering machine, please call OCVS at 949-654-8950.

For pets needing long-term management of medical conditions, such as seizures, we will likely need to examine your dog or cat and do lab work at least every 6 months, so that we can ensure he or she is receiving the safest and most effective treatment. California law dictates that we cannot provide refills of medication if 12 months pass without us examining your pet. We are usually able to call in medication refills to the pharmacy of your choice.

### **How you can help us help you:**

1. Medical Records: When you schedule an appointment, please ask your regular veterinarian to forward to us all pertinent records as soon as possible. X-ray images can be e-mailed or given to you directly on a disc, which you should bring to your appointment. This is very important, so that we do not repeat any testing unnecessarily.
2. Insurance: If you have health insurance for your cat or dog, please bring a claim form to your appointment. We can help you submit the form so that you can be reimbursed by the insurance company. Please keep in mind that insurance plans vary in what they cover and the extent to which they will reimburse you, so please contact them directly for details on your coverage.
3. Medication Refills: Please give us one business day's notice for refilling medications. While we can usually call in prescriptions quickly, pharmacies vary in their speed.
4. Continuity of Care: If you are advised when calling us for a medication refill that your pet is due for a recheck, please schedule this for your earliest opportunity to avoid any lapses in medication.
5. Contact: Please call us immediately if there is any unexpected change with your pet, such as an increase in seizures, increase in weakness, etc. For less urgent matters, feel free to e-mail our veterinarians. Each neurologist checks his or her e-mail during normal business hours on the days he or she is in the office.

We understand that it can be stressful when your pet is ill, and it may be hard to remember all the information we pass on to you. Please do not hesitate to call us – we want to make sure you are comfortable caring for your pet.

## Directions

### **From West Los Angeles/West San Fernando Valley/South Bay**

405 South, pass John Wayne Airport  
Exit Jamboree Blvd. and go LEFT  
Exit Edinger off of the right lane (looks like a freeway off-ramp)  
Go LEFT at the bottom of the ramp  
Take first RIGHT into the business complex  
Go straight to the back of the complex (toward the parking garage) and turn LEFT  
Our building will be on your left

### **From Central Los Angeles/East San Fernando Valley**

5 South, pass the 55 freeway  
Exit Jamboree Blvd., go RIGHT  
Follow the signs to Edinger Blvd. (not Walnut)  
Turn RIGHT on Edinger  
Take first RIGHT into the business complex  
Go straight to the back of the complex (toward the parking garage) and turn LEFT  
Our building will be on your left

**From South Orange County/San Diego**

5 North

Exit Jamboree, turn LEFT

Follow the signs to Edinger Blvd. (not Walnut)

Turn RIGHT on Edinger

Take first RIGHT into the business complex

Go straight to the back of the complex (toward the parking garage) and turn LEFT

Our building will be on your left

**From the Inland Empire/Coachella Valley**

91 West

241 South (toll road)

261 South (toll road)

Exit Edinger/Walnut and stay in the lane marked for Edinger

Turn RIGHT on Edinger

Take first RIGHT into the business complex

Go straight to the back of the complex (toward the parking garage) and turn LEFT

Our building will be on your left

- OR -

91 West

55 South

Exit Edinger and turn RIGHT (back under the freeway)

Pass the large blimp hangars

Turn LEFT into Jamboree Plaza

Head RIGHT toward Eye Care for Animals, but turn LEFT around the left side of this building (along the large parking structure)

Our building will be on your right