

### Comprehensive Cancer Care Service

#### Important Contact Information

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- **Emergency Service:** 215-898-8911
  - **Jackie Shanley, CVT (Oncology Coordinator – Appointment Scheduling):** 215-746-6557
  - **Message Line (Non-Urgent Medical Questions):** 215-898-4805
  - **Email:** [pennvet.medonc@vet.upenn.edu](mailto:pennvet.medonc@vet.upenn.edu)
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Thank you for bringing your pet to Penn Vet Oncology for his or her cancer care. We have put together this summary of our policies so that you are prepared for what to expect during upcoming appointments. For additional information, including a detailed description of what to expect at your initial consultation visit, please see the “For Clients” section of our Comprehensive Cancer Care website at [www.vet.upenn.edu/cancer-care](http://www.vet.upenn.edu/cancer-care).

#### *Arrival/Cancellation procedures*

Please plan to arrive 10-15 minutes prior to your scheduled appointment time. If you know you will be late, please call Jackie Shanley, Oncology Coordinator, at 215-746-6557 to ensure that you still will be able to be seen. If you are scheduled for a same-day procedure or imaging (ultrasound), you may need to reschedule. Please give at least 24 hour notice prior to cancellations.

#### *Scheduling future visits*

Please contact Jackie Shanley, Oncology Coordinator, at 215-746-6557 or [pennvet.medonc@vet.upenn.edu](mailto:pennvet.medonc@vet.upenn.edu) to set up future appointments for your pet. If you know that your pet will require weekly visits for his/her treatment, we recommend you schedule a few future appointments ahead of time for your convenience. Pets with unscheduled visits may need to return on a later date or may be charged as an Emergency visit.

#### *Oncology recheck visit procedures*

The process for recheck visits through our service is different than our initial consult appointments. For most recheck visits, a nurse or veterinary student will come to the lobby to greet you and your pet after you have checked in at the front desk. Please be prepared with the names and dosages of your pet’s current medications, what refills you require, and how your pet has been doing. Your pet will be brought to the Oncology treatment area for examination by their doctor and any diagnostic tests.

The doctor in charge of your pet’s care will call you with an update and discussion of the next steps once the exam and diagnostics are completed. If there is a significant change in status, the clinician will call to discuss additional tests and arrange for a face-to-face consultation for a thorough discussion whenever needed. Please note that although you will not speak with the veterinarian when you arrive, you will speak with him or her during your pet’s time with us and when your pet is discharged to you.

Your pet will be cared for by a team of oncologists and oncologists in training: This approach means that multiple clinicians are often involved in the care of your pet, so you will very likely see different clinicians at subsequent visits. All of the cases are discussed throughout the day and in teaching rounds in the afternoon, so your pet gets the benefit of the collective knowledge of the entire team!

## Information Sheet for Oncology Clients

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### ***Duration***

The average length of time that your pet's recheck visit will take is 2-3 hours, sometimes longer depending on the diagnostic testing required; please make sure we can reach you by cell phone during this time. For your convenience, we offer a "drop-off" option as well. You can drop your pet off before 9am and pick him or her up in the afternoon. You can schedule this "drop-off" appointment when you speak with the Oncology Coordinator.

### ***Fasting***

Unless your pet is going to be sedated/anesthetized or have imaging (x-rays or ultrasound), you do not have to fast your pet prior to his or her visit. If it is recommended that you fast your pet prior to an appointment, please do not feed him or her after 10 pm the night before the visit, but continue to allow access to water. If your pet should not be fasted due to a medical condition (such as diabetes or insulinoma) or is taking daily medications, contact the Oncology Service for specific recommendations.

### ***Questions about your Pet***

If you have a routine question during working hours (8 am to 4:30 pm Monday through Friday) or if you need to talk to one of the oncology clinicians, please call the common oncology voice mail at 215-898-4805 and leave a message. An oncology clinician or nurse will get back to you the same day. To reach someone more urgently, please contact Jackie Shanley, Oncology Coordinator, at 215-746-6557, or the Appointment Desk at 215-746-8387.

### ***Emergencies***

If your pet is experiencing serious problems after hours or during the weekend, please bring your pet in to the Emergency Service for evaluation. The phone number for the Emergency Service is **215-746-8911**. There is always an oncology clinician on call for consultations with Penn's Emergency Service as needed.

### ***Non-Oncology Related Procedures***

We are a specialty referral hospital, and our oncology clinicians and nurses are trained to treat and manage your pet's cancer. Other routine care procedures (such as vaccination and heartworm testing) as well as ear cleaning, nail trims, and anal sac expression should be performed by your primary care veterinarian.

*December 2018*