



Important Information for LSU Equine Clinic Customers

We thank you for having chosen the LSU Equine Clinic for your horse healthcare needs and appreciate your understanding and patience as we provide your horse with state-of-the-art, comprehensive and compassionate care.

Date and time of your appointment:

Name of your doctor(s):

Personnel

- Your horse will undergo a comprehensive diagnostic evaluation by a team of veterinary specialists supervised by a faculty veterinarian and consisting of a team of residents, interns, veterinary students and veterinary technicians/nurses.
- We are a teaching hospital; thus a number of people will evaluate your horse. Although this requires time, it ensures thorough and comprehensive evaluation and care of your horse. We appreciate your patience during this process as this will enable you to make informed decisions regarding your horse's healthcare.

Arrival, Parking and Departure

- Upon arrival during normal business hours (8am – 5pm, M-F) drive through the automatic gate and park in one of the marked spaces. Proceed to the Large Animal Office and check in with the front office admission personnel. Once you are checked in, one of our staff will meet you to help unload and move your horse into a stall.
- If you and your horse are here for out-patient services, please be prepared for the process to take substantial time, depending on the nature of your horse's problem. We have a cafeteria and a waiting area for your convenience; however, it is often beneficial for you to be present during examination.
- Please return to the admissions office before you leave to ensure your paperwork is complete.

Cost Estimates and Payment Protocols

- Your doctor will provide you with a customized cost estimate for the diagnostic and treatment services necessary for your horse. Please do not hesitate to ask questions to make sure you understand the financial aspects of your horse's care. Please be aware that the business office will require a deposit of one-half of the highest estimate. Payment in full is expected at the time your horse leaves the hospital. Payment can be made with cash, check or credit cards. Application for Care Credit may also be made.

Hospital Discharge

- Your doctor will discuss the diagnostic findings and treatment of your horse with you before your horse leaves the hospital. A typed summary of our findings along with clear instructions for further treatment and follow-up will be provided to you. If you will not be with your horse at the time of discharge and would like for us to email or fax these to you, please ask. Do not hesitate to ask questions; we want to make sure everything is clear in order for you to make decisions regarding your horse's health.
- We invite you to complete the Equine Clinic survey regarding your experiences with our facilities, services and personnel, and provide constructive comments to assist us in improving our customer and patient care.

Visitation

- If your horse requires hospitalization and you would like to visit, please schedule a day and time with your doctor. Check in with the receiving office upon arrival so we can facilitate a timely and effective visit. Normal visitation hours are between 8:00 and 5:00 weekdays. Visitation outside these days/times requires special arrangements with your doctor.

Biosecurity Protocol

- We have a comprehensive biosecurity protocol that restricts movement in certain areas of the hospital. This requires stringent cleaning and disinfection of stalls between horses, necessitates the use of disinfectant footbaths and hand disinfectant on each stall. This is designed to minimize the risk of transmission of disease among horses. Please be aware that you will either need to wear the plastic boots that we provide or bring your own rubber footwear.

Communication and Patient Update

- All doctors and students meet each morning from 8:00 - 10:00 to discuss patient status and care. If you call to check on your horse during this time, the receptionist will take a message and the doctor will return your call. It is best to discuss with your doctor the preferred method and time for communication.
- If you have any questions about the care of your horse or the process, please do not hesitate to ask our doctors, staff and students. We are here to serve you and the healthcare needs of your horse.