

Welcome to MedVet Cincinnati Ophthalmology!

During this time of COVID-19 restrictions and social distancing, we want to outline the journey for you and your pet.

Preparing For Your Appointment

- You can schedule an appointment by calling MedVet at 513.561.0069.
- We will contact your family veterinarian to obtain a copy of your pet's medical records.
- Please take an inventory of what medications you have at home in case the doctor recommends any of those therapies (eye drops and oral medications for both past and present use).

Arrival

- When you arrive, please proceed to a numbered parking spot and call 513.561.0069 to check in.
- An ophthalmology team member will call you back to introduce themselves and obtain a history from your perspective. The team member will ask further questions about prior medical history that may not have been included in your family veterinarian's notes. Please let us know what your pet has been experiencing at home during this time as well.
- After the history is taken, an ophthalmology team member will meet you at your car. Please step out of your car with your pet. The ophthalmology team member will escort them to their exam. (Please wear a face covering.)

Exam

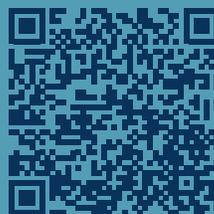
- Please expect the entire process to last for 15 to 45 minutes depending on the reason for your visit. While your pet is in the hospital, please remain on the premises. If you need to urgently reach Ophthalmology, please call 513.561.0069.
- A complete ophthalmic exam includes examining the front and the back of the eye, tear testing for dry eye, and intraocular pressure measurement for glaucoma. If your pet's exam requires dilating the pupils, it takes ten to 15 minutes for the drops to take effect before the exam.

Diagnosis & Communication

- After the exam is complete, your pet will be returned to your car. Please stay parked. Dr. Kuonen Cavens will call you to discuss the exam findings.
- We take extra care to discuss the disease your pet has in detail, any additional recommended testing or therapies, and what costs are associated with them before proceeding. We take pride in ensuring you understand your pet's disease and the role we will all play in their ongoing treatment.

Discharge

- After you and the doctor are finished discussing your pet's appointment, a Client Service Representative will talk to you and arrange for payment over the phone. An ophthalmology team member will bring you any medications, prescriptions and handouts recommended by Dr. Kuonen Cavens. Detailed written instructions for your pet's care at home and recommended follow up care will be emailed to you. If requested, a written copy of these instructions can be provided. Dr. Kuonen Cavens will send your family veterinarian a detailed report of the ocular examination as well as the instructions for your pet's care at home and recommendations for follow up care.



Scan the QR code to view MedVet Cincinnati and Dayton's Ophthalmology Client resource videos.