

Welcome to Commonwealth Veterinary Hospital! We look forward to meeting you and your furry family members! Below you'll find a few tips to make your first visit with us as smooth and easy as possible.

## Parking:

We are located at the intersection of Commonwealth Avenue and Woodbine Street. Street parking is available on Woodbine, and there is no fee for parking. If you need any assistance getting your pet up our hill and into our building, please call our front desk at 617-332-7030 when you get here and let us know. We can help carry or walk your animals inside as needed. If you have difficulty walking up the flight of stairs to our building, parking is available in our driveway to avoid the steps. Please call the hospital to let us know that you've arrived in our driveway and we'll have a staff member come out to escort you through the hospital. We ask that you please always call to be escorted through our back entrance, as this is the treatment area of our hospital and it's important that we make sure it is safe for you and your pet to walk through.

## What to expect at your first visit:

Your first visit to our hospital begins at our front desk, where one of our friendly staff members will greet you and begin checking you in for your appointment. This initial check-in process can take a few minutes, so we ask that you arrive five minutes early to your first appointment to ensure that we have enough time to get all of your information in order prior to the start of your appointment. If you've brought your pet's previous medical records or vaccine history with you to your appointment, our front desk staff can make copies of these documents and return the originals to you at this time. If you've already printed and filled out our New Client Form, our front desk staff will also take that information from you to ensure that your file is fully updated with your complete contact information. If you haven't yet filled out this form, we will have you do as part of this check in process. When we've finished preparing your pet's file for your appointment, we will take you and your pet to one of our exam rooms, where one of our skilled veterinary technicians will review your pet's medical history and introduce you to your pet's new veterinarian!

## What to bring with you to your first appointment:

- **Your pet's medical records:** These will include vaccination history, doctor's written medical notes, and any labwork or x-rays that have been performed by your pet's previous veterinarian. You can also have records sent to us in advance. Just ask your previous veterinary hospital to fax them to us at 617-244-1697, or email them to us at [frontdesk@commonwealthvet.com](mailto:frontdesk@commonwealthvet.com). If you're unsure of your pet's medical history or are unable to get records from your previous vet, please let us know everything you can remember about your pet's health and vaccine history. Our veterinarians will work with

whatever information you're able to obtain for them, but the more information we have, the better we are able to treat your pet! If you have a new puppy or kitten, please bring any paperwork the breeder or shelter has given you about your new companion's health and vaccine history. This information is usually limited because of your pet's young age, but is crucial for us to have as we get to know your new canine or feline companion.

- **Stool sample:** If you're coming to us for a routine wellness exam or a first visit with a new puppy or kitten, we recommend that you bring a stool sample to your appointment. This stool sample will be sent to our lab to screen for internal parasites, and is typically requested once yearly to ensure that your pet stays healthy, inside and out. Samples can be up to 24 hours old, and most people collect this sample in an ordinary poop bag or ziplock bag. If you're bringing in multiple cats and they all share a litter box, you only need to bring one sample from the litter box for testing.
- **Medications:** Please bring the names of any medications that your pet is currently taking. If your pet takes multiple medications or you're not sure what the name and dose of each medication is, it may be helpful to bring your pet's medications with you to your first appointment.
- **New Client Information Form:** If you're able to print and fill out our New Client Information Form from home, we ask that you please bring the completed form with you to your first appointment. If you are unable to complete this form at home, we ask that you please arrive a few minutes early for your appointment to allow time to complete this paperwork.
- **Your Questions and Observations:** Because your furry family members cannot use words to tell us how they're feeling, they rely on you to convey information to your vet about how they've been doing. If you've recently noticed any changes in your pet's behavior, energy level, appetite, water consumption, weight, or bathroom habits, it's important to make a note of these things and let your veterinarian know during your visit. If you have any specific questions you want answered, it's also a good idea to write those down so we can be sure to cover them during your appointment!

If you have any questions or concerns prior to your appointment, please don't hesitate to reach out by phone or email. We're always happy to help!