

Dear Companion Animal IMED Referral Partner,

We appreciate your ongoing trust and confidence in our companion animal Internal Medicine service (IMED). Due to an increase in community demand, IMED has become overwhelmed with new client requests. **To better serve you and your patients, our IMED service will now *only* accept clients with a formal referral.** This will help ensure that patient care needs are being met by the appropriate service.

There are three ways for you to submit a client referral to our specialty departments: our rVetlink portal; contacting the referral coordinator, Steph Yochem; or contacting the department liaison through email or the department's direct dial phone number (attached). This information can be found on the VMC website @ <https://vmc.vet.osu.edu/referring-veterinarians> (under Consults & Contact Information).

To help us manage the increased demand for services, we are currently scheduling out only three months in advance. We feel it is important that your patients are seen in a timely fashion, and we worry that scheduling out further than three months may pose unnecessary risk to these patients. In addition, Internal Medicine has limited availability over the next few months, so we want to minimize the number of no-shows from clients who have had to wait longer than 3 months for an appointment. If you would like us to schedule our first available appointment with your patient/client, we are happy to reach out to them. We have a waitlist that we can offer; however, we cannot guarantee when a spot will open up.

If your patient has an urgent medical concern that dictates the need to seek care outside of our system, we understand. The OSU Veterinary Medical Center appreciates your partnership and believes it is important that you have up-to-date information to make the best decision for your patients and clients.

We thank you for your continued support and understanding as we work through these challenges.

Sincerely,
Summer Dabilis
Associate Director, Customer Experience
The Ohio State University Veterinary Medical Center