



15423 Neo Parkway  
Garfield Heights, OH 44128  
PHONE 216.581.7200  
FAX 216.916.4900

## **Contents of the Client Information Packet**

- Welcome Letter from PetsDx Veterinary Imaging
- Client Information Form
- Pet Owner Information and Instructions
- Directions to Our Facility



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Date

Dear <Clients Name>,

I look forward to meeting you and <pet's name> on <appointment date> at <time>. I've enclosed a form for you to complete and bring with you to your appointment. I've also enclosed some general information about MRI for pets as well as driving directions and our payment policy.

Please do not feed <pet's name> after 10 p.m. on <date before appointment>. <He or She> may have water until 6 a.m. the day of the MRI. The morning of the appointment, I will have you complete a brief questionnaire about <pet's name> and sign a consent form. I'll then spend fifteen to twenty minutes discussing the procedure in detail and answering any questions you may have. After we've spoken, I'll give <pet's name> a mild sedative to help calm <him or her>. We'll then place an intravenous catheter and anesthetize <pet's name> with the same anesthetics being used in human medicine. <pet's name> will be anesthetized about one to one and a half hours for the MRI. Once the study is completed, <he or she> will recover in a warm, well – padded area. Once <pet's name> is standing and able to walk, you will be able to take <him or her> home. Before you leave, we will again take fifteen to twenty minutes to talk with you about caring for <pet's name> following anesthesia.

Test results will be forwarded to your family veterinarian's office within twenty four to forty eight hours. I'll have you follow up through their office to discuss the findings.

Again, I look forward to meeting you and am very excited about being able to provide you this opportunity.

Sincerely,

Gerald Frye VMD  
Medical Director

**Cleveland Office**  
15423 Neo Parkway  
Garfield Heights, OH 44128  
PHONE 216.581.7200  
FAX 216.916.4900



**Pittsburgh Office**  
1050 Saxonburg Boulevard  
Glenshaw, PA 15116  
PHONE 412.486.4800  
FAX 412.774.1999

## Client Information Form

*Thank you for entrusting us with your pet's care. Please take a minute to complete the following information so that we may better serve you.*

### Information about You

Mr. Mrs. Ms. Dr. \_\_\_\_\_  
First Name Last Name

Spouse / Alternate Contact \_\_\_\_\_  
First Name Last Name

Address \_\_\_\_\_  
Street City State Zip

Phone1 \_\_\_\_\_ Phone2 \_\_\_\_\_

Phone3 \_\_\_\_\_

Employer \_\_\_\_\_

Veterinarian \_\_\_\_\_

### Information about Your Pet

Name \_\_\_\_\_ Nickname \_\_\_\_\_

Dog  Cat Breed \_\_\_\_\_

Age \_\_\_\_\_ Sex \_\_\_\_\_  Neutered  Spayed

Color \_\_\_\_\_

Any known allergies?  Yes  No Explain \_\_\_\_\_

Previous medical problems?  Yes  No Explain \_\_\_\_\_

Previous anesthesia reactions?  Yes  No Explain \_\_\_\_\_

### Payment Policy

It is our policy that all fees are to be paid at the time services are rendered. For your convenience, we accept cash, check, American Express, Mastercard, Visa, Discover, and Care Credit. By signing below, I agree to pay the full amount at the time of my pet's discharge. I fully understand that if I do not pay this account as agreed, any past due amounts are subject to costs of collection, including attorney fees.

Signature of Owner or Agent \_\_\_\_\_ Date \_\_\_\_\_

Emergency Number \_\_\_\_\_



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## PET OWNER INFORMATION AND INSTRUCTIONS

***What is MRI?*** MRI stands for magnetic resonance imaging. It is an advanced imaging technology that has been safely used in human medicine for the last two decades. MRI is non – invasive and it is not painful.

***How does an MRI work?*** Unlike x – rays and CT's, MRI does not use ionizing radiation. Instead, it uses magnetic fields and pulses of radio waves to temporarily and harmlessly energize molecules in your pet's body. As they relax, these energized molecules give off a signal that's made into an image.

***Why has an MRI been recommended for my pet?*** MRI is a very powerful imaging modality. It has been recommended because it provides exceptional soft tissue detail, allowing us to image areas such as the brain, spinal cord, cardiovascular system, and joints. The results of the MRI will help your veterinarian make a definitive diagnosis and offer you the best options for treating your pet.

***How do I schedule an MRI?*** Your veterinarian must contact us to arrange a referral. Once a referral has been arranged, you may then schedule an appointment directly with us at 216.581.7200. Appointments are scheduled in the morning Monday through Friday. We will have you leave your pet with us for the day. However, they must be picked up by 4:30 p.m. as we are not available to care for them overnight. If needed, you may wait during the study. Please notify the receptionist when scheduling the appointment if you are planning on waiting.

***How should I prepare my pet for the MRI?*** Pets having an MRI must be anesthetized so that they remain still for the exam. In preparation for general anesthesia, they should not eat after 10 p.m. the night before the exam. They can have water through 6 a.m. on the day of the exam. Ask your veterinarian for instructions if your pet is on any medications.

***What should I bring to the appointment?*** We will ask your family veterinarian to fax us a copy of the medical record so that you do not need to be responsible for that. However, if your family veterinarian has any x – rays that they are unable to mail to us in time for the appointment, we ask that you please bring these with you.

***What should I expect during the MRI?*** Your pet will be anesthetized between one to two hours for the MRI. Before any anesthesia is given, we'll make sure that your pet is healthy enough to undergo anesthesia. We'll place an intravenous catheter and your pet will get fluids throughout the procedure. All vital signs will be carefully monitored during and after the anesthesia.

***What happens to my pet after the MRI?*** After the MRI, your pet will be disoriented and off balance for about half an hour. We will watch them closely until they have recovered. Once your pet is standing and able to move around safely, we will send them home with you. They may urinate a large amount after they get home because of the fluids given during the anesthesia. Once home, it'll be important to keep your pet away from stairs and furniture until they have fully recovered so that they don't hurt themselves. Your pet should be back to normal the morning following the scan.

***How do we proceed after the MRI?*** After the MRI, the images will be read by a highly qualified board – certified veterinary radiologist. Results of the MRI will be returned to your family veterinarian's office with 48 hours after the study has been performed.

**Please do not hesitate to contact us should you have any questions or concerns regarding the procedure. Our number is 216.581.7200**



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## **Directions to PetsDx Veterinary Imaging**

PetsDx Veterinary Imaging is conveniently located 3 miles EAST of the I – 480 and I – 77 interchange.

### **From Cleveland and the West**

Take I – 71 or I – 77 to I – 480. Head east on I – 480 towards Youngstown. Exit I – 480 at the Broadway Avenue exit (Exit #23). Turn left onto Broadway Avenue. The first stop light you come to is McCracken Road. Turn left onto McCracken Road. Follow McCracken Road to Neo Parkway. It's about 0.4 miles. Turn left onto Neo Parkway. Neo Parkway takes a sharp turn. Shortly after this, turn into the Neo Park complex and drive straight back. We are on the left at the very end of the building.

### **From the East**

Head south on I – 271. Take exit #26A/B to I – 480 west. Exit I – 480 at the Lee Road exit (Exit #24). At the stop light, continue straight onto McCracken Road. Turn right onto Johnston Parkway. Turn left onto Neo Parkway. Turn right into the Neo Park complex and drive straight back. We are on the left.

### **From the South**

Take I – 271 north towards Erie. Take exit #26A/B to I – 480 west. Exit I – 480 at the Lee Road exit (Exit #24). At the stop light, continue straight onto McCracken Road. Turn right onto Johnston Parkway. Turn left onto Neo Parkway. Turn right into the Neo Park complex and drive straight back. We are on the left.

### **From Akron**

- Take 8 north to I – 271, then follow directions under "From the South"
- Take I – 77 North to I – 480, then follow directions under "From Cleveland"