The MSU Veterinary Medical Center (VMC), located on the Michigan State University campus, offers primary and specialized veterinary medical care to large and small animals. The VMC uses the most advanced technology combined with cutting-edge research to provide optimal care for all animals.

Much like the specialists in human medicine, veterinarians pursue additional education and certification beyond veterinary school. That additional training allows the Hospital to offer 20 specialty services that are staffed by board-certified, fully licensed veterinarians. These clinicians supervise and teach our senior veterinary students, interns, residents, and veterinary technology students to fulfill the Hospital’s commitment to educating future professionals.

The MSU Veterinary Medical Center is accredited by the American Animal Hospital Association.
As a teaching facility, our senior veterinary students are the point of contact and liaison between our clients and clinicians during Hospital appointments. While they are not treating the animals, they are conducting physical exams, and learning how to take a medical history and explain procedures and conditions to clients. Please be aware that this may add to the length of the appointment.

**What to Expect:**

- A senior veterinary student will bring you to an examination room, where your pet’s history will be taken and a physical examination will be performed.

- The student will present the case to the veterinarian, who will be taking care of your pet. The veterinarian also will perform a physical examination and review any medical records you provide.

- The veterinarian will answer your questions and review possible treatment plans with you while giving his or her recommendations.

- If further diagnostics or procedures are recommended, the veterinarian will go over an estimate and consent form so that your pet may be admitted to the Hospital.

- At the time of admission, a deposit of half of the estimated cost, which was presented in the estimate, is required with the remainder of the balance being due at discharge.

- While your pet is staying in the Hospital, you will be contacted by a veterinary student with updates via telephone.

Typically, patients are discharged from the Hospital the day after a surgery or procedure, but this varies on a case-by-case basis. Your pet’s veterinarian will be able to give you an appropriate timeline.

**AFTER THE VISIT**

You will receive a written summary of the findings and treatment recommendations at the time of discharge, or they will be emailed to you. Payment is expected in full at the time services are rendered.

The MSU Veterinary Medical Center accepts payments made by cash, check, MasterCard, Discover, American Express, and Visa. We also accept payment plans through CareCredit.

CareCredit is a healthcare credit card with different financing options. The Hospital is contracted through CareCredit to offer our clients a six-month, interest-free financing option. We also are able to offer extended financing from 24 to 60 months for larger charges. To apply for CareCredit, please contact them at (800)-677-0718 or online at carecredit.com

**Please note:** all charges may not be final at the time of discharge—particularly if there is any diagnostic testing needed. It is not uncommon to receive an additional bill after your pet is discharged to account for these more time-consuming laboratory tests.
MSU provides patients with specialty care through a range of specialty services. Many of these patients are referred by their primary care veterinarians. However, at any time a client may contact the Hospital to request an appointment for any specialty service without a referral. Further collaboration across services allows the Hospital to provide a depth of skills and knowledge.

Thank you for choosing the MSU Veterinary Medical Center for your animal’s care. We know your animals are members of your family, and we will treat them as members of our family too.
SMALL ANIMAL 24/7
Phone: 517-353-5420 | Fax: 517-432-4091

LARGE ANIMAL 24/7
Phone: 517-353-9710 | Fax: 517-355-2191

BUSINESS OFFICE Monday–Friday, 8:00 a.m.–5:00 p.m.
Phone: 517-353-4957

MEDICAL RECORDS Monday–Friday, 8:00 a.m.–5:00 p.m.
Phone: 517-353-0691 | Fax: 517-353-5295
Email: medical_records@cvm.msu.edu

VETERINARY SOCIAL WORK Variable
Phone: 517-432-5967
Email: vsw@cvm.msu.edu

PHARMACY Monday–Friday, 8:00 a.m.–5:00 p.m.
Phone: 517-353-7739

PRESCRIPTION FOOD ORDERS/
ALLERGEN REFILLS Monday–Friday, 8:00 a.m.–5:00 p.m.
Phone: 517-353-0691

For the SMALL ANIMAL CLINIC North and East entrances, please park in the gated lot off Wilson Road.

For the LARGE ANIMAL CLINIC entrance, please park in the parking lot off Bogue Street.

cvm.msu.edu/hospital | facebook.com/msuvets
736 Wilson Rd. | East Lansing, MI 48824