

Frequently Asked Questions (FAQ)

Information for referring vets:

I'm a veterinarian and need some assistance, can you help me?

We warmly welcome professional enquiries from veterinary practitioners. Whether you are:

- seeking guidance for your patients or advice on their management
- wanting clarification on any issues
- wishing to advise us on the progress of patients you have referred or
- needing to discuss urgent cases – please do not hesitate to [contact us](#) and let us know how we may be of assistance.

Priority clinical consultations can be scheduled upon your request. Please call us on [\(08\) 9204 0400](tel:(08)92040400) to arrange.

Referrals can be sent to us via email at info@vetdermspecialists.com.au. Download [referring veterinarian form](#) here.

What are the withdrawal times for Intradermal Allergy Testing?

****There is no withdrawal time needed for Apoquel, Cytopoint or Atopica****

Medication categories	Withdrawal time (days)
Long acting injectable steroids <i>Depo-medrol, methylprednisolone acetate</i>	28
Oral steroids <i>Prednisolone and dexamethasone</i>	14
Steroidal topical skin, ear and eye medications <i>Aurizon, Surolan, Canaural, Otomax, Osumnia, Mometamax, Panolog, Elocon, Cortavance, Isaderm</i>	7-14
Oral antihistamines and tranquiliser medications <i>Amitriptyline, Benadryl, hydroxyzine, cetirizine, chlorpheniramine, clomipramin, Acepromazine, fluoxetine</i>	7

Information for pet owners:

Welcome to the *Veterinary Dermatology Specialist* family!

We want your pet's first visit to go smoothly. Please take a moment to review our most frequently asked questions.

What is a specialist veterinary dermatologist?

Similarly, to the human medical field, veterinarians can undergo several years of extensive training and study on top of their veterinary degree to become veterinary dermatologists. Specialist veterinary dermatologists are the experts on all-things to do with hair, ears, skin and claws – whether it is an acute or chronic condition. This includes (but is not limited to) itching and allergies, including hives and anaphylaxis, skin and ear infections, skin rashes, skin tumours, hair-loss (alopecia), scarring and nail diseases.

How do I know if my dermatologist is a certified specialist?

- A certified dermatologist has completed veterinary school
- They have also completed an accredited dermatology residency program with extensive advanced supervised training and the necessary research and publication requirements
- They have passed the rigorous set of specialist certification exams recognised by the Australian and New Zealand College of Veterinary Surgeons (ANZCVS) and/or the American College of Veterinary Dermatology (ACVD) or BOTH (Our Dr Fiona Scholz is the only dermatologist in WA that has this incredible double qualification).
- A certified specialist veterinary dermatologist has been approved following thorough assessment by the Australasian Veterinary Boards Council (<https://avbc.asn.au/veterinary-specialists/>)

What should I bring to my pet's appointment?

Please ensure you bring along any relevant material including:

- Your pet
- [New client questionnaire](#)
- Any medications your pet is/has been taking (this includes ear medications, creams, lotions, shampoos and any supplements)
- Information about the exact brand, flavour and ingredients of food items and treats that your animal eats (a quick screen shot of the bag/ingredients will be sufficient)

What should I expect during my appointment?

We take pride in treating every patient as an important individual and providing excellent care every time. We will take a thorough medical history including the information your referring vet has provided, as well as ask your valuable insights. We then perform a thorough skin and ear examination, as well as preliminary diagnostic tests such as skin scrapings and cytology from the skin and/or ears. This will all be during your pet's first appointment. This will take approximately 1 hour.

As such, some consultations may run longer than expected – although we make every attempt to keep to our schedule, we greatly appreciate your understanding if your appointment is delayed. We appreciate that your time is valuable, and we will keep you informed of any significant delays that may arise.

More complex procedures such as [allergy testing](#), [skin biopsies](#) and [otoendoscopy](#) require admission into the hospital where your pet will stay with us throughout the day and be discharged later in the afternoon.

What happens with the tissue sample from the biopsy?

If any [skin biopsy](#) samples are taken from your pet during your visit, they will be sent for expert analysis with a pathologist (a veterinary specialist whose expertise is in the diagnosis of skin conditions by assessment and interpretation of skin samples under a microscope).

Your pet may go home with sutures in place. The sutures will be removed 10-14 days later at the biopsy revisit, during this revisit the results will be discussed with you. Please ensure your pet does not interfere with the sutures by either having them wear an e-collar or lightly covering the site. Please call us on [9204 0400](#) for advice if your pet is showing signs of concern about their sutures or appears in any pain.

How do I submit my pet insurance claim form?

Pet insurance claims for dermatology appointments, procedures and medications can be lodged online through the website of the company your pet is insured with. If you're unable to lodge the claim form online our reception staff will gladly print out the paperwork for you upon request.

What is the billing policy?

All accounts are required to be paid in full on the day of attendance. Payments can be made by cash or EFTPOS (Credit and Debit cards).

You will be made aware of the consultation fee at the time of making your appointment. Medication will be in addition to the consultation and is difficult to estimate prior to meeting your pet and evaluating their problem. Costs for more complex procedures will vary, however a full estimate will be provided prior to admission into hospital.

What is the policy about appointment cancellations?

We welcome your notifications wherever possible if you find that you are running late for an appointment, as we do understand that circumstances may arise unexpectedly.

Last minute cancellations are often difficult to fill, so we respectfully ask that you please [inform us](#) of any cancellation at least 24hrs beforehand. In cases of last-minute cancellations or missed appointments it may be necessary for us to charge you a non-attendance fee or obtain a deposit prior to future consults.

I think my pet might have a skin cancer, should I see a veterinary dermatologist?

Yes. Veterinary dermatologists are the experts when it comes to skin cancer in pets. We have had extensive training over many years and impart the latest knowledge during our consultations. We can work together with a specialist Veterinary Oncologist where required. We provide the most thorough skin evaluation and provide a full assessment during your pet's skin checks.

I live a long way from the clinic- can my pet still have a consultation?

Absolutely! Our nursing staff can arrange a [tele-consult for your pet with](#) one of our Veterinary Dermatologists.

Do you accept referrals for horses or other farm animals with skin issues too?

Yes we do. These appointments are performed at your local equine/mixed animal veterinary hospital. Please call us on [9204 0400](tel:92040400) to find out more.

305 SELBY ST NORTH, OSBORNE PARK, WA 6017 | P: 9204 0400 | E: INFO@VETDERMSPECIALISTS.COM.AU
www.vetdermspecialists.com.au