



What to Expect at a Sick Visit

Skin & Ear Concerns

We know skin and ear issues can be uncomfortable—and sometimes frustrating—for both pets and their people. Our goal during sick visits is to identify the cause, relieve discomfort, and create a plan to help your pet feel better as soon as possible.



Front Desk: Check-In

When you arrive, our front desk team will:

- Check you and your pet in
- Confirm any recent changes to contact information or pets medical records
- Make sure we have the reason for today's visit



Squeaky says: "I don't itch, but I care deeply about those who do."



Nurse Visit: History & Comfort First

One of our veterinary nurses will bring you to an exam room to:

- Take your pet's vital signs
- Review the current problem (itching, redness, odor, discharge, head shaking, etc.)
- Ask questions about onset, diet, grooming, environment, and any treatments tried at home

Please let us know if your pet is anxious, has food allergies or is treat-motivated.

Some pets don't feel well enough to tolerate handling, and we tailor our approach with patience, gentle techniques, and—when appropriate—**well-timed cookie bribes**. Feel free to bring in high value treats from home that your animal will tolerate and love so we can safely spoil them.

Squeaky says: "Cookies increase cooperation by at least 47%."



Doctor Exam: Finding the Cause

Your veterinarian will:

- Perform a focused skin and/or ear examination
- Discuss likely causes (such as allergies, infections, parasites, or secondary irritation)
- Review findings with you and explain next steps

Because many skin and ear conditions look similar on the surface, diagnostics are often necessary to treat them properly.



Common Diagnostics We May Recommend (and Why)

- **Skin cytology or ear swabs:**
To check for yeast, bacteria, or inflammation and choose the correct medication
- **Parasite testing:**
To rule out mites or other organisms that can cause itching
- **Additional testing or referral (if needed):**
For recurrent or chronic issues

These tests help ensure we're treating the *cause*, not just the symptoms.



Squeaky says: "Guessing is for games. Testing is for medicine."



Treatment & Follow-Up

Treatment may include topical or oral medications, medicated cleaners, dietary recommendations, or allergy management. Some conditions require rechecks to make sure treatment is working and adjustments aren't needed.

We'll walk you through:

- How to give medications
 - What improvement should look like
 - When to call us with concerns
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Payment Options

We aim to make care accessible and transparent. Payment options include:

- Cash and major credit cards
- **CareCredit:** <https://www.carecredit.com>
- **Cherry Payment Plans:** <https://pay.withcherry.com/hoboken-vets-animal-clinic>

Our team is always happy to help answer questions.



Our Vision —and Your Feedback

Our vision is a **clinic where learning is constant, compassion is real, and integrity leads the way—making veterinary care clearer, kinder, and easier for every pet parent.**

If there's anything we can do to make your visit—or your pet's experience—better, please let us know. Your feedback helps us improve and care for pets more effectively.

If we have met your expectations leave us a review. We love to see them! Thank you for trusting us with your pet's care.

Squeaky says: "Feeling better is always in style."

