

# What to Expect: Medicine Service

The Medicine Service offers internal medicine diagnostics, therapeutics, and intensive care management for your large animal. Although the majority of our patients are horses, we offer state of the art medicine for camelids, large and small ruminants, and pigs as well. We offer 24-hour service for emergencies; and when routine diagnostics and treatments have not solved your animal's problem, our clinicians' expertise, sophisticated diagnostics, imaging, and cutting-edge therapeutics are available by appointment.

Our facilities include the main hospital, an equine neonatal intensive care area, and the only dedicated isolation facility in New England, allowing us to make sure that your animal is not exposed to contagious diseases. We welcome referrals for respiratory disease, providing the only lung function testing facility in the Northeast, as well as heart conditions, endocrine dysfunction, gastrointestinal disease, infectious disease, anemia, muscle disorders, abnormal gait, neurologic disease, behavioral problems, skin diseases, eye diseases, chronic colic, colitis and diarrhea, liver and kidney disease, fever, and urinary tract disease.

We work hand-in-hand with our board-certified, on-site radiologists, pathologists, ophthalmologists, cardiologists, and dermatologists to offer you the best possible care under one roof. Our care is enhanced by the help of our outstanding technical staff and our eager, knowledgeable, and compassionate students. This service is run by Dr. Mary Rose Paradis, Dr. Daniela Bedenice, Dr. Melissa Mazan, and Dr. Nick Frank—all board certified in Internal Medicine. In addition, Dr. Bedenice is the only board-certified specialist in Large Animal Emergency and Critical Care in New England. The Medicine Clinicians are ably assisted by our house officers, including one intern, as well as two residents. House officers are chosen from the cream of the crop from veterinary schools around the country, and they bring their dedication, intelligence, and skills to help your animal. The Medicine Service is completed with the help of our dedicated Veterinary Technician, Emily Von Gal as well as our talented treatment technicians and barn staff who help to keep your animal comfortable, safe, and loved during any hospital stay. You may speak with Emily as well as any of the clinicians or house officers during your animal's stay.

## Before Your Appointment

- Please call the Hospital for Large Animals front desk at 508-839-7926 to coordinate your appointment.
- The length of your appointment will depend on the degree of diagnostics and subsequent care needed.
- Gather all records including history, blood-work, imaging, prior illness, treatments, and any other pertinent information that you may have had done prior to your visit to help your team stay informed of your animal's care.
- We are available 24 hours a day, 7 days a week for urgent care. Please call to let us know you will be bringing an animal and the nature of your emergency.

# Cummings

## Veterinary Medical Center

AT TUFTS UNIVERSITY

## Contact Information

**Emily Von Gal**  
508-887-4500  
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**Dr. Daniela Bedenice**  
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**Dr. Melissa Mazan**  
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**Dr. Mary Rose Paradis**  
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**Dr. Nick Frank**  
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**HLA Front Desk**  
508-839-7926

## Registration

- Please check in with our front desk before unloading your horse. They will be able to page the Medicine team to let them know that you have arrived.

## Parking

- Please park in the client lot in front of the Hospital for Large Animals. There is plenty of trailer space available. Individual cars can park in the designated visitor parking areas.

## During Your Stay

- During your animal's visit, a Veterinary Student and Veterinary Technician who will record a brief history will greet you. The clinician and house officer will then take you to begin your animal's exam and diagnostics. The Medicine Team will guide you through your appointment and is more than happy to answer any questions you may have regarding diagnoses and treatment as they arise.
- After the exam, a care plan will be made for further diagnostics or treatment, and we welcome your referring veterinarian's input when we are making this plan. The clinician will make a plan along with an estimate for further treatment, as well as discuss both the plan and the estimated costs associated with it.
- In some situations, your animal may be required to stay overnight for additional procedures or may need in-hospital care. Internal medicine cases are often complex and difficult, and may require consultation with other specialists or in-depth diagnostics in order to have the best outcome. You have the option of staying for the appointment or of leaving your animal in our care for the day. If that is the case, the Medicine team will go over everything you need to know about your animal's stay, including feed, hospital care, the procedure itself, and when you can expect to pick them up. Should an overnight stay or ongoing care be necessary, our care team will provide round-the-clock care and attention.
- At the end of your appointment we will give you written discharge instructions that detail both the exam in itself as well as future care plans. Any follow up appointments can be booked by calling 508-839-7926 either at the time of discharge or at a time more convenient for you.

## Payment

- Payment is due at the time of service.

*We appreciate the opportunity to provide services for you and your horse!*

53 WILLARD STREET, NORTH GRAFTON, MA 01536