


All about PetCare

INSTRUCTIONS FOR YOUR PET'S SURGICAL PROCEDURE

_____ is scheduled for _____ on

Monday Tuesday Wednesday Thursday Friday _____

Admitting time is between 8:00 and 9:00 AM the morning of surgery

**NO FOOD, TREATS OR WATER ARE TO BE GIVEN AFTER
10:00 PM THE EVENING BEFORE SURGERY.**

OWNER INFORMATION Please be aware that only owners or authorized individuals (over 18 years old) listed on your *Client Information Sheet* will be permitted to receive information or drop off and pick up your pet from surgery. This is for the safety of your pet and to ensure proper communication.

BATHROOM BREAK Please allow plenty of time for your pet to freely evacuate their bowel and bladder before being admitted to the hospital. Dogs should be walked before admittance.

ANIMAL RESTRAINT *All dogs must arrive on leashes and all cats must arrive in carriers for their safety.* If you do not have a carrier for your cat, a cotton pillowcase or secure box with adequate ventilation will suffice – or, drop by the Clinic in advance of your surgery to purchase a cardboard carrier for your pet for \$7.20.

PET CLEANLINESS Your pet should not swim or be bathed for two weeks after surgery, please bathe him/her or schedule grooming prior to surgery if necessary.

PRE-EXISTING PROBLEMS When you arrive for surgery your pet will first be examined and weighed by our Veterinarian or our Veterinary Technician. Please, let us know if your pet has exhibited any signs of illness, has had a recent decrease in appetite, or is on any medication at your check in appointment.

DROP OFF APPOINTMENT Please allow for 10-15 minutes for the surgical check-in paperwork and process. Like you, our greatest concern is for the well being of your pet and we do not want to rush the time needed to ensure we are offering you and your pet the best care we can offer. We encourage you to familiarize yourself with the surgical options that will be offered to your pet during their stay with us prior to drop off. See the attached information.

COMMUNICATION The Veterinarian or Veterinary Technician will call you with an update after your pet's procedure. Every effort will be made to keep you up to date of your pet's status while in the hospital. Please ensure that you are reachable at all numbers given to us at check in.

CANCELLATION POLICY When you schedule your pet for a surgical procedure, we reserve staff time, equipment and space so that we may specifically care for your pet. Therefore, we kindly ask that you please provide a minimum of **48 hours notice** if you need to cancel your pet's procedure.

PAYMENT POLICY So that we can continue to provide you high quality service utilizing the best medical technologies, we request that payment be made at the time services are rendered. For your convenience, our payment options include: cash, check (with valid driver's license), Care Credit as well as credit and debit cards bearing Visa, Mastercard, Discover or American Express logos

FOLLOW UP You will be given written instructions concerning your pet's surgical aftercare following your visit including information about scheduling follow-up appointments. Scheduling follow-up medical progress exams completes a proper and successful surgical procedure and ensures optimal recovery. These visits are important to assess healing, remove necessary sutures or staples and to answer any questions you should have.

Please feel free to call with any questions or concerns. We understand that anxiety often accompanies surgical procedures and we want you to know that we are here for your and your pet. Your pet's safety is our top priority.