

## While Your Pet Is In Our Care

### Admittance

Unfortunately, we are unable to keep any personal items such as pet carriers, leashes, blankets, etc. when your pet is admitted as we are trying to maintain a sterile environment. If items such as these are accidentally left behind we will dispose of them. If you have not received any items back please request them prior to leaving your pet in our care.

### During their stay

We are committed to the best possible patient care, which means attention to our patients come first. Every morning between the hours of 8am and 10am, the doctors thoroughly examine each patient in the hospital and determine their treatment plan for the day. Most doctors will call you to update you in the morning on how your pet is doing. **If you would like to call in yourself for an update or set up a visiting or discharge appointment, we ask that you do so after 9:30am to avoid disruption of the morning patient rounds.** If there are any problems or concerns about your pet, you will be notified immediately by the doctor. If a doctor is unavailable when you call in, we will take a number where you can be reached and have a doctor call you as soon as possible.

**For patient updates: Call between the hours of 9:30 am and 12 midnight.**

## Visiting and Discharge Hour

**Made by appointment every ½ hour between these set hours**

### Visiting

(30 minute visits)

**Monday thru Friday**

7pm until 11pm

**Saturday and Sunday**

4pm thru 11pm

### Discharges

(expect to be here 30 minutes)

**Monday thru Friday**

10am until 11pm

**Saturday and Sunday**

10am thru 11pm

**If you are planning to come visit or pick up your pet please call ahead and set up a time with a receptionist.** These appointments are made to ensure that there is enough time and room available to give you and your pet our undivided attention.

**And although we know that you miss them, visiting is not permitted the same day as surgery.**

**Thank you!!**