

## WHILE YOUR PET IS IN OUR CARE

### ADMITTANCE:

NorthStar VETS® maintains a sterile hospital environment, therefore we are unable to keep any personal pet items (carriers/leashes/blankets/clothing/toys). When admitting your pet, please request that all personal items be returned to you. **Items accidentally left behind will be disposed of.**

### DURING YOUR PET'S STAY:

We are committed to the best possible patient care, which means attention to our patients comes first. Every morning between the hours of 8:00 AM – 10:00 AM, our specialists thoroughly examine each patient during cage-side rounds and determine their treatment plan for the day. Pet parents will receive a phone update on their pet after rounds. **If you would like to call for an update or set up a discharge appointment, please do so after 10:00 AM to avoid disruption of the morning patient evaluations.** If a doctor is unavailable to receive your call, we will take your number, and the doctor will return your call as soon as possible. If there are any concerns about changes in your pet's condition, you will be notified immediately.

### FOR PATIENT UPDATES:

Call (609) 259-8300 between the hours of 10:00 AM — 12:00 PM midnight.

### DISCHARGE HOURS BY APPOINTMENT ONLY:

Discharge appointments are scheduled between the hours of 12:00 PM — 11:00 PM to ensure room availability. **Due to current COVID-19 restrictions, when arriving to pick up your pet, only one person is permitted to enter the building. Anyone entering the building is required to wear a mask.**

Thank you for entrusting us with the care of your loved one,

The NorthStar VETS® Team