



What To Expect While Your Pet is Hospitalized

We appreciate that you have entrusted your pet's care to our veterinary team. Below we have outlined what to expect while your pet is hospitalized.

Patient Updates and Communications

When your pet is admitted to the hospital, we require that you designate one family member for all medical updates and ask that they relay updates to the rest of your family. In order for our doctor and nurses to focus on providing exceptional medical care for your pet, they will not be immediately available for medical updates via phone. We kindly ask to please refrain from calling the hospital for updates so we can keep our phone lines available for emergencies.

Your designated family member will receive one daily phone call from the doctor in the morning/early afternoon to update you on the progress and treatment plan for your pet. This call generally occurs between 12pm and 2pm. If there is any significant change in your pet's medical status, the doctor will reach out to you immediately, regardless of the time of day.

If there have been no significant changes to your pet's medical status that require an update from the doctor, you will not receive a second follow-up call; we will always do our best to keep you well-informed.

Visitation Policy

Due to COVID-19, our visitation policy has been temporarily suspended. In limited cases where it is deemed necessary by the treating veterinarian a visitation may be scheduled.

Financial Updates

Our financial team is available to provide updates on your pet's hospitalization invoice. While we always do our best to provide a fully comprehensive treatment plan at the time of admission to the hospital, if your pet requires additional treatment and/or hospitalization, our financial team will contact you with the updated treatment plan and associated costs. If needed, an additional deposit may be taken at that time.

Patient Belongings

We are unable to accept any patient/client belongings to be left with your pet during their hospital stay. During their hospital stay, your pet may be relocated to different areas of the hospital and personal belongings may not be able to move with them, or they may be lost or misplaced in the transfer. While we always do our best to keep track of these items if left behind, if you elect to leave your belongings with your pet against our hospital policy we cannot guarantee that the belongings will be returned to you upon discharge.

When Your Pet is Ready to Leave the Hospital

A team member will contact you once it's determined that your pet is ready to go home. At this time, they will:

- Discuss your pet's medical condition and briefly review the discharge instructions and discuss any rechecks that may need to occur
- You will be scheduled for a discharge appointment with our dedicated discharge nurse. Please expect to spend up to 1 hour at the hospital for your pet's discharge.