



What to Expect When Your Pet is Hospitalized

Prior to admission, a veterinarian will discuss your pet's condition and recommend a treatment plan. Once a plan is agreed upon, an estimate will be provided for those services. A deposit of 75% of the estimated maximum total bill must be collected by one of the client service representatives. The remaining balance will be due at the time of discharge. If this is a hardship, please ask us about Care Credit. Please feel free to ask questions along the way- we want you to feel comfortable prior to leaving your pet in our care.

Remember that the estimate provided is an approximate cost of services anticipated at the time of admission. In medicine, a patient's condition may change over time leading the veterinarian to recommend additional testing and/or treatment. When this happens, anticipate that the estimate may change as well. Rest assured that the doctor will regroup with you on your pet's status daily and discuss recommended changes to the care plan and therefore estimated cost of hospitalization. Additional deposits may be required as your pet's treatment plan changes.

Admission

First, we know how special your pet is to you, and we will keep you informed of your pet's condition with updates and timely notification of changes in your pet's status. Your pet will be designated to a specific ward in the hospital according to their size and need. Comfortable bedding is always available. A veterinary nurse will be assigned to their care and treatments will begin according to the veterinarian's direction. Each inpatient is carefully monitored at regular intervals.

Medical Updates

You are an important part of your pet's care team. Therefore, you must be up to date on their condition and participate in the decision-making process. You will receive an update from your pet's managing veterinarian at least once daily throughout hospitalization, however our goal is to provide information to families twice daily. Often the morning update will be provided by an emergency service liaison in late morning or early afternoon, with timing dependent upon time of admission, case volume and staffing. These updates are a team effort and incorporate the managing veterinarian's morning feedback. We are fortunate to have emergency critical care liaisons participating in communication with you about your pet's status. They will provide you with photographs of your pet and updates on their progress supplementing the doctor's medical update.

Any time your pet's status significantly changes, or new diagnostic information has become available, you will be contacted by the managing veterinarian. It is important that you designate one primary contact to receive medical updates during your pet's hospitalization. That person

should update the rest of the family and concerned friends. Please be sure that our client service representative has the preferred contact information to be used during hospitalization. Confidentiality will be upheld for anyone calling that is not listed on your pet's medical record.

Visiting

We understand that you are concerned about the welfare of your pet. It can also be reassuring to your pet to receive a visit while hospitalized. We also realize that some pets find visitation stressful, so we defer to your judgment on what is best for each individual patient. Visiting hours are daily, 11:00 a.m. – 1:00 p.m. and 8:00 p.m. – 10:00 p.m. Whenever possible, it is best to preschedule your visit in a 15-minute window. This can be scheduled by your doctor or an ECC liaison. For exceptional circumstances, special arrangements can be made with the doctor, particularly for end-of-life decisions. Visiting windows are limited to 15 minutes in length to allow your pet their needed rest and to avoid interruption of your pet's treatment (medication, blood work, etc.). Whenever possible, please let a member of your care team know when you would like to visit so our team can be ready for your arrival.

Due to high case volumes, we cannot guarantee medical updates during the time of visitation (see below regarding medical updates). Remember our nurses and veterinarians are busy providing the best care possible to our inpatients! In most cases, a veterinary assistant or technician will facilitate your visit and they will not have the most up-to-date information or understanding of your pet's status. All questions should be posed at the time of your medical updates.

*Visitation is contingent upon staffing, thus when we are on deferral (sending cases to other hospitals for care due to staffing or case load) we cannot take time away from patient care to facilitate visitation. *

Discharge

Your pet is ready to be discharged! The managing veterinarian will discuss discharge with you and establish a time that is convenient within our discharge window (9 am-6:30 pm). Please expect to be here for 30-60 minutes, during which time one of our technicians or veterinarians will go over patient care instructions with you and invite you to ask questions or express concerns.

Following each hospitalization, a discharge summary will be written and either provided to you in print or via email. A copy will be sent to your referring veterinarian along with notes from the managing veterinarian. At discharge, the patient care instructions will be discussed along with recommended medications or at home treatments. Feel free to ask questions or share concerns during this time.

Your pet will likely have had an intravenous catheter in one or more of their limbs. We try to remove all bandages before the time of discharge, but sometimes you may be asked to remove the bandage when you get home. Do not leave these bandages on for longer than an hour. If you have questions about whether a bandage should be removed, please call us.

We require full payment at the time that services are rendered. For your convenience, we accept Visa, MasterCard, AMEX, Discover and [CareCredit](#).

Thank you for allowing us to be part of your pet's care. We welcome feedback about your experience throughout your pet's stay. Our hospital telephone number is 508-668-5454.