

### **Information regarding Day Patients**

If your pet is coming in for the day you will be called by one of our nurses or the veterinary surgeon as soon as their procedure has been completed and your pet is in recovery. A full clinical examination is carried out prior to anaesthesia so please rest assured that your pet's health and well-being is of utmost importance to us.

Your pet will have access to water until they require their premedication/sedation and will be taken outside to relieve themselves (dogs) or given a litter tray (cats and rabbits).

They will be settled into our recovery ward in good-sized kennels with comfortable vet bed or similar to relax on. Shy cats and rabbits will be offered additional boxes to help them feel more secure.

The Vet in charge of your pet's procedure will keep you as updated as possible during your pet's stay with us but if you have not heard from us by 2pm please feel free to call for an update. You will be updated at the earliest convenience on how your pet is doing and how the procedure went with any other information, including final and after care fees and treatments. They will also arrange a discharge appointment at your convenience to allow the nursing team to discuss aftercare and medication as appropriate and arrange follow up visits. Please try and keep to this appointment to avoid excessive waiting times.

We appreciate that it can be a stressful time having your pet hospitalised and we will endeavour to minimise your worries whenever possible.

**Please remember that unless otherwise authorised full payment is required at the time of collection**

### **Information regarding In Patients**

Whilst your pet is in our care our qualified and experienced veterinary and nursing team will monitor your pet's wellbeing. Your pet will be monitored by the staff throughout the day during normal opening hours.

When our practice closes for normal surgery hours at 6.30pm, the duty Veterinary Surgeon and duty Nurse will check your pet at approximately 7pm, assess your pet's condition. The Veterinary Surgeon and Nurse arrange scheduled checks specifically for your pet's requirements.

Scheduled checks usually take place at approximately 9pm and again at 11.30pm and then not again until 8.00am the following day when the surgery opens.

Should the Vet feel your pet requires extra checks; then of course these will be done. The Veterinary Nurse will carry out the scheduled checks, under the direction of the duty Veterinary Surgeon.

Should the Nurse have any cause for concern about your pet's condition; a Veterinary Surgeon will be available. At times other than for scheduled checks, the premises will not be manned.

We aim to keep you as informed as possible regarding your pet's progress during their stay with us. You will receive a verbal update between 8am-10am each morning once an assessment has been carried out, to update you regarding your pet's condition, and to discuss the day's arrangements, with regards to treatment plans, and if applicable, to make arrangements for your pet to be discharged home if they are well enough.

Please rest assured we will endeavour to keep you updated throughout the day as often as is deemed necessary and depending on your pet's condition and requirements.

If you have not heard from us by 11am, then feel free to call in for a progress report.

We appreciate that it can be a stressful time having your pet hospitalised and we will endeavour to minimise your worries whenever possible.

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