



What to expect when admitting your pet for hospitalization

We understand how hard it is to be away from your pet; leaving them in hospital can be a very emotional and difficult decision. At all times while your pet is in hospital, our team of veterinarians, registered veterinary technologists, assistants and receptionists are devoted to their care, comfort and recovery. We treat each patient as we would our own.

In-Hospital Veterinarian

Our veterinarians transfer hospitalized patients at the beginning and end of their shift. The following are the shift transfer times:

- Overnight to day: 7-10 am
- Day to evening: 3-6 pm
- Evening to overnight: 9-12 am

These times are approximate and depend on how many patients are staying in hospital.

Please note: During the shift change, the In-Hospital Veterinarian will not be available for any updates.

Visiting Hours

In order for our staff to provide our patients with the best care, we ask that you only visit during the hours of 9am - 10pm. We kindly ask that all visits are no longer than 30 minutes and maximum 2 visits per day. If you would like to arrange additional visits or extended times, please contact the Client Care Coordinator.

Please note: We cannot permit visits for any pets being treated in the isolation ward in order to prevent contamination throughout the clinic and to other pets.

Updates

Please designate one member of the family (over 18 years of age) as the contact person for your pet. This person should have their phone on their person at all times.

The Client Care Coordinator or the In-Hospital Veterinarian will call you with an update in the morning. The time of the phone call is dependent on how many patients are staying in hospital as the Veterinarian needs to examine all of them.

Evening phone calls are generally only made if something has changed with your pet's condition.

Please always assume no news is good news!

You are welcome to call for an update during your pet's stay, but you may not always be able to speak with the In-Hospital Veterinarian in charge of your pet's case. If you are expecting a call from us but have not yet received one, please wait 1 hour and then call the clinic. We have not forgotten about you; we are most likely finishing up with your pet or another patient. If you have questions for us, please write them down and save them for when you talk to us so we can answer them all at once.

Please note: We cannot guarantee the In-Hospital Veterinarian or Client Care Coordinator will be available to update you in person during a visit.

Estimate & Deposit

When your pet is admitted, we will ask for 1/2 of the low end of the estimate that was provided by the admitting veterinarian. This will be put towards the final bill at the time of discharge. You will be required to sign the estimate as well as a consent for hospitalization form.

While our goal is to remain within the estimate provided, some disease processes can have a longer than expected recovery period or require adjustments to the initial treatment plan. This can sometimes result in higher than anticipated fees. The Client Care Coordinator and/or In Hospital Veterinarian will keep you updated on your bill.

Payment Options

We have options available if you need to finance your payments, however this must be arranged either before or at the time of admit. We work with both PayBright and Medicaid. Please ask your receptionist for information on how to finance your payments.

All paperwork, pre-approval and documents (signed agreement, void cheque and copy of identification) must be completed prior to taking your pet home.

Time to Go Home

We will send you home with information regarding the treatments your pet received in hospital and any instructions for you to follow in order to aid in your pet's recovery. A registered veterinary technologist will discuss these instructions and treatments with you when you come to pick up your pet. The Client Care Coordinator and/or the In-Hospital Veterinarian will try to arrange a pick-up time for your pet but please keep in mind other pets may also be going home at the same time and we cannot predict when an emergency may arrive. Please be patient with us if there is a delay but don't hesitate to ask our reception team if you feel you've been waiting for quite some time.

Insurance

Please inform the Client Care Coordinator if you have insurance, as there will be paperwork to full out by you and the In-Hospital Veterinarian. **You will be required to pay in full** when you pick up your pet and then you can send in your insurance forms at a later date.

If your pet insurance is through Trupanion, please tell the Client Care Coordinator as they will arrange for a pre-approval so that you know what your coverage is. We are able to bill Trupanion directly on your behalf. Your remaining percentage of the claim, including any deductible which may be applied, **will be due when you pick up your pet.**

Personal Belongings

If you would like to bring any items from home to stay with your pet while they are in hospital, please be aware that this item may be soiled or lost during your pet's stay. For this reason, we ask that any items brought in are not sentimental. Our staff will always do their best to keep all personal belongings with your pet, but we cannot guarantee they will be returned to you.

