

BEST FRIENDS PET CLINIC

Where your best friend is our best friend!



Surgery Policy For Your Pet: What you need to know.

To make your and your pet's experience as stress-free and pleasant as possible we'd like to share some information with you regarding your pet's surgery, how to prepare, what to expect, and discharge information.

Prep:

- For DOGS and CATS ONLY - do not feed anything after 8 pm the night before.
- Water is FINE the night before and up until the time of surgery.
- If a Rabies vaccine is not current prior to the surgery date a rabies vaccine will need to be administered the day-of the surgery.

Check-In:

- Drop-off for all surgeries is between 7:30 am and 8:30 am.
- Plan to stay 15 - 30 minutes for a surgical technician to go over legal paperwork with you and answer any questions you may have.
- If you are a NEW client with us - payment MUST BE made when you drop your pet off in the morning.

Procedure:

- If fleas or ticks are present on your pet at the time of their procedure your pet will be treated at your expense.
- Your pet will stay at our clinic after their procedure until between 2:00 pm - 4:00 pm. You will be notified when your pet will be ready to be picked up during post-surgical communications.

Communication:

- Be thinking of any questions you might have and have them prepared so that you may ask them during post-surgical communications.
- The doctor or a surgical technician will attempt to reach you when the surgery is complete, unless they need to communicate with you during the procedure. It is important to provide a valid cell phone number that you can be reached on. They may call you or they may send you communications through our VitusVet application. If both of these methods fail they may attempt to email you if a valid email is on-file.
- During post-surgical communications you will be updated on your pet's procedure, how they are doing, any medications that are going home with your pet, and given the opportunity to ask the doctor or the surgical technician any questions.

Pick-Up:

- As previously stated, pick-up times are generally between 2:00 pm - 4:00 pm. Please come as close to the time you are given during post-surgical communications as possible.
- When you pick your pet up the receptionist at the front-desk will take your payment, if you haven't pre-paid, and will bring your pet out to you. A receptionist will go over any discharge instructions or medications that your pet is going home with. Please note that reception is limited on what information they have. The doctors and technicians will be in afternoon appointments and unable to stop to answer questions. If you have questions at pick-up the receptionist will take a message and the doctor or a technician will be in-touch as soon as possible. This is part of why it's very important to provide a good cell phone number you can be reached on for post-surgical communications.

VitusVet:

- We use an application called VitusVet to communicate with our patients owners. You can send messages back-and-forth with the doctor or technicians through this app. You also have access to your pet's medical records with us through this app.

