

Pre-admission information sheet – Canine / Feline Including Ward Nurse Info

Please read this pre-admission information sheet for cats and dogs

Prior to admission:

Make sure your pet has had a chance to go to the toilet before admission, even if that means a short walk. Book a day that suits both you and the clinic - we recommend that there is somebody at home for the first 24 hours following the procedure. Make sure we have your correct contact details and your preferred means of contact. We will need to be informed if your pet is on any medication and when the last dose was given. Please bring medications in with you.

If an anaesthetic is required:

Morning Admissions: Please do not feed from midnight on the night before the procedure unless advised otherwise. Water should be available as normal.

Afternoon Admissions: Before 7am breakfast can be given before the procedure but only half the normal amount of food unless advised otherwise. Water should be available as normal.

Contact:

We aim to give you a phone call once investigations are complete and to arrange an appointment to collect your pet. Make sure you have a means of transport home as your pet will be too sleepy to walk if your pet has had a sedative or anaesthetic.



Pet Health Club:

Please ask for details on joining our Pet Health Club. An annual cost saving plan, split into monthly instalments. Membership allows you to spread the cost of your pets' annual vaccinations, along with year-long protection from fleas, ticks and worms, including lungworm. There are many cost benefits including:

- 20% discount on neutering
- Vaccination course or booster
- Kennel cough vaccination
- 2nd health-check at 6 months
- All year worm treatment
- All year flea treatment (2 x flystrike for rabbits)
- Cost price food on selected diets.
- Nail clipping with a nurse
- Anal gland emptying with a nurse
- Annual urine test (this covers Katkor but not cystocentesis or catheterisation)
- 10% off Dentistry and Pet Passports
- 10% off Pet Shop sales and Geriatric screening

The average savings per year are:

For your cat	£180
For your dog	£190
For your rabbit	£77



WARD NURSE DIRECT LINE: 01553 771457 (option 5) (9AM-6PM)

- We understand how concerned you are about your pet today. Please use the above number to enquire about your pet's progress whilst they are staying with us.
- If the ward nurse is with a patient, they will be unable to answer your call personally, but please leave a message and your call will be returned as soon as possible.
- Long-term patients can be visited with the vet's permission, between 9am and 6pm Monday to Friday, but we regret we cannot allow patients to be visited outside of these hours. We also cannot allow visits to infectious or possible infectious pets. Please ring first to arrange a time.

Although we aim to complete all procedures before 6pm, we also see emergency cases needing urgent and life-saving surgery. This may cause delays for your pet. We hope you will understand if this happens. We will try to inform you as soon as we can if your pet's procedure is delayed. Please make sure that you have left the correct contact number for today or any alternative contact details.

- When you collect your pet, please bring a car if you are unable to carry your pet home.
- Have ready somewhere quiet and comfortable for your pet to settle down when at home, as they may be sleepy.
- Certain pain relief drugs can occasionally cause your pet to become agitated and sometimes vocal. This is temporary and should pass.
- Please follow our directions regarding exercise and feeding.
- We have staff in the hospital 24 hours a day. The frequency of overnight checks your pet will receive will be determined by the veterinary surgeon's clinical assessment, should an overnight stay be needed.
- Estimates may not include hospitalisation and treatment fees, which are added daily, so please ask for an update of costs whenever you call us.

