

# Pre Operative Information



## Preparation for the visit

- Do not starve your pet. They need to eat as normal right up until they come into the surgery. If you would like to bring a “lunch box” containing a little bit of their usual food or favourite treats with them you are more than welcome to.
- If your pet is on medication please check with the practice whether it should be given.
- If you would like to do a direct insurance claim please speak to a member of the Client Care team as this needs to be approved in advance. For this we will require a copy of your policy and a signed claim form.

## What happens on the day of the procedure

- Your pet will be admitted by a vet or nurse who will take time to discuss the plan for day and go through any questions or concerns you may have. We have a questionnaire for you to complete about your pets habits and requirements so we can be sure they are cared for appropriately.
- The admission form will require a daytime telephone number that you can be contacted on at all times and we will confirm details of the procedure, permission and costs when filling this in.
- You will be contacted by a member of the clinical team caring for your pet when the procedure has been completed to discuss how things have gone, any findings and arrange a convenient discharge time. As we operate throughout the day at the hospital you may not be contacted until later in the day. We discharge up until 7pm.

## After the procedure

A Nurse or vet will discharge your pet and discuss all medications and ongoing plans. We understand that this may be overwhelming so this will all be fully discussed and written down for you also. In general, we provide two FREE consultations following surgery when needed. All subsequent checks for ongoing management are chargeable. All medical consultations following hospitalisation are also chargeable. Payment is due on the day of treatment and we regret that we cannot offer credit facilities. If you feel the estimated costs may be an issue for you please speak to any of the team as soon as possible.

