



Your pet is having treatment with us soon that requires them to spend the day with us. We appreciate how concerned you are and so have put together the following information to help put your mind at rest.

Your pet will spend their time with us in a purpose-built kennel with lots of warm and cosy bedding appropriate to their needs. We ask that you don't leave any of your pet's belongings or bedding with us as unfortunately we cannot guarantee its safe return.

We have dedicated wards which ensure that different species of animals do not stay in the same areas, this helps to reduce their stress levels dramatically and keeps them settled and happy. Our cat and rabbit wards have dimmable lighting which allows us to monitor them whilst helping them feel more settled. In addition, we frequently use calming sprays, such as pet remedy and species specific pheromones, to help keep your pet as relaxed as possible whilst with us. If your pet has a particular preference for a type of food, or type of bowls that they like to eat or drink out of, please let us know so we can make things as close to home for them as possible during their stay.

Our entire team is dedicated to providing the best care possible to your pet whilst under our care. This doesn't just involve tending to their medical needs, but also extends to things like cuddles, conversations and grooming – all of which they would get at home with you. Please do not be concerned if your pet does not appreciate these things, we work out each individual pet's needs and work with them.

We ask for your pet to be admitted into our care **before 10 am** in order to allow them to settle into their kennel and to allow us time to perform our pre-operative checks. This also allows us time to get to know your pet's individual needs.

As in our human hospitals, we organise a plan for the day based on what patients we have with us and their individual requirements. We regret that we are unable to give you the exact time that your pet's procedure will take place.

You will be asked to read and sign a consent form which gives us permission to perform the procedures discussed and outlined. This consent form explains that there is always a potential risk involved with sedatives, general anaesthetics or procedures. We advise you read it carefully prior to signing. Here at My Pets Vets we use the same anaesthetics as are used in us as humans, and which are known to be very safe so we can keep any risks as low as possible. You must be over 18 to be able to sign our consent forms.

It is of the utmost importance that you leave us a telephone number on which we can contact you at any time whilst your pet is with us.

We recommend that you ask for an estimate for the procedure either when your pet is admitted or before. Please be aware that this is an estimate only and that further costs may be incurred should complications arise or the procedure prove to be more complex than first thought. We will make every attempt to contact you if it looks likely that the cost will exceed the estimate by more than 20%.

You will be offered a pre-anaesthetic blood test when your pet is admitted, which helps us assess their internal organ function. This test is entirely optional, although we do definitely recommend it if your pet is over 7 years of age, or has been poorly.

Should we be removing any lumps or bumps from your pet please be aware that we will be unable to tell exactly what it is without sending it to a veterinary laboratory for investigation. This histological analysis will incur an extra charge and can take 7 – 10 days to complete.

Once your pet is settled in with us we will weigh them and if they require sedation or an anaesthetic we will administer a pre-medication which will help calm them still further.

Once your pet's procedure is completed and your pet is ready to come home we will telephone you, if you have not heard from a member of our team by **2.30pm** please call us on **01942 677979**.

We will arrange a convenient time for your pet to be discharged once their procedure has been completed, this appointment will usually be between **3.30 – 6.00pm**.

**We appreciate that this is a worrying time, please telephone us if you have any questions or concerns.**