



Hospitalization Rules and Information

Admission

- Your pet is being admitted to our hospital for 24-hour medical and nursing care.
- If your pet is taking medications, please leave them with us, or return with them as soon as possible. If we have to provide medications, there is a charge for dispensing medication from our stock.
- Please let us know if your pet has any special dietary needs.
- Keep your kennels with you. You may leave a blanket, towel, article of clothing, or a toy with your pet. However, we will not be held responsible for any lost items. Some items can get soiled and will be washed with the general laundry. Please mark any items with a permanent marker. Remember to pick up belongings when your pet leaves the hospital. Items that are unclaimed after a week are donated to charity.
- Feel free to ask a SVRC staff member for an update of your estimate or bill at any time. It is your responsibility to inform the doctor of constraints regarding charges and payments prior to services rendered.
- You will be required to leave an additional deposit on balances over \$1000.00

Visitation

- Visiting hours are between 2am and 9pm, including weekends. If you need to visit outside of these hours, please inform the attending doctor, and we will try to accommodate you. Please note that due to the nature of emergencies and the number of patients hospitalized, we will generally need to keep our standard visiting hours so we can continue to provide the quality care we are known for.
- Please call before coming to the hospital to inform us you are on the way. This is recommended since we are a 24-hour emergency facility and we may be attending to a critical patient or performing surgery and it may be a longer wait, or it may not be possible for us to have a nurse available to take your pet to the visiting room. During visitation we like to have a nurse available to spend a couple of minutes with you to discuss any changes in your pet's condition, any results that have been received, and/or any changes in therapy.
- All visits are in our visiting room. No family members are permitted in the treatment area unless authorized by the Doctor and escorted by a staff member. Visitation in the treatment area will only be allowed with patients in critical condition who are not able to be moved to the visiting room.
- Please limit visits to 30 minutes in the visiting room (15 minutes or less if patient is in the treatment area).

Phone Calls

- You will receive a daily update from the veterinarian caring for your loved one.
- Please limit phone calls to twice daily unless the veterinarian on duty requests that you call more frequently. Please do not call for updates between 8am and 10am, as this is usually our busiest times, when our staff shift changes, the doctors are in rounds, and the technicians are doing treatments.
- Please designate one family member to call us and relay any information to the other family members accordingly. Please let a staff member know who the designated contact is for your family as it is time consuming to give the same information to different family members.
- If you need more information than the nurse can provide, the attending veterinarians will speak with you. In case the veterinarian is not available because they are attending to patients, the nurse will be glad to relay any questions to the veterinarian or take a message so that the attending veterinarian can call you back.