



Drop Off Appointment Information

Thank you for trusting your pet in our care. We know that it can be scary having to drop off your pet. To help alleviate some of your anxiety, we want to provide you with a summary of what will happen today and when to expect an update.

Upon "checking in" a member of our CSR team will verbally go over our Hospitalization Release Form, you will receive a copy via email. It is important you let the CSR member and your nurse know if you require a written estimate for anything. We will then ask for all your pets belongings to be removed and for you to place one of our collars on your pet. A member of our medical team will come up to take a full history of your pet and at that point we will bring your pet back with us.

Drop off appointments are treated in order of medical urgency, they are assigned to the first doctor that is available and therefore when you drop off your pet we can not guarantee a specific veterinarian on your pets case. The hospitalization form you signed at check in provides us permission to run diagnostics needed to determine what may be wrong with your pet. Depending on the diagnostic needed the doctor may take longer to call you as we await for your pet's results to come in. While we wait for diagnostics your pet is resting comfortably with fresh bedding, water if allowed and is walked every 4 hours.

If you dropped off your pet between the hours of 8am - 11am and have not received a call by 4 pm, please call the hospital for an update. This is not to alarm you, generally if you have not received a call prior to this time period, it is possible that the veterinarian has taken longer than expected in other procedures and is running behind. Today, no news is good news as we make every attempt to contact you or your family immediately should we have an urgent concern.

If you have dropped off your pet after 11am and have not received a call by 6pm, please call the hospital for an update. This is not to alarm you, generally if you have not received a call prior to this time period, it is possible that the veterinarian has taken longer than expected in other procedures and is running behind. Today, no news is good news as we make every attempt to contact you or your family immediately should we have an urgent concern.

Please note we have staff 24/7 and the veterinarians do not leave as soon as our business hours end. Getting a call past the business hour times does not mean your pet will need to stay overnight as we can arrange a pick up and payment at any time.