

**Client Information Sheet
PVSEC – Internal Medicine**

We are committed to providing the best possible care while your pet is at PVSEC. This requires that we are able to communicate with you throughout this period, and is greatly simplified by the designation of one family member as a contact person. Please leave all necessary phone numbers with the receptionists.

Visiting Hours

Monday – Friday	12 – 2 PM and 5 – 7:30 PM
Saturday – Sunday	in morning by appointment

Visitations are discouraged between 7a-9a and 7p-9p due to patient rounds and shift change.

Please call in advance of visiting to minimize waiting when you arrive. Unless otherwise arranged, the doctor may not be available to discuss the case with you while you are visiting. Please refrain from touching other animals while visiting. This is for your safety and to prevent spread of infectious diseases.

Food and Medications

We strongly recommend that you bring your pet's food and medication. This minimizes charges for medications while hospitalized, allows verification of dosages, and minimizes complications due to changes in diet. When you need refills of medications, please contact us a minimum of 3 days in advance.

Personal Items

Please do not leave personal items (including blankets, towels, beds, toys, collars, and leashes) with your pet. We have a busy hospital and items may disappear in the laundry! Therefore, we cannot guarantee that we will be able to find your items at discharge. The hospital provides towels and blankets for all patients.

Patient Updates

A doctor will call with a medical update once daily. Calls may be made as late as 8 or 9 PM to allow our doctors to place priority on patient care and medical workups. We realize it is difficult to wait for information regarding your pet. Rest assured that "no news is good news" and that we will call immediately in the event of an emergency or change in medical status requiring significant decisions. A technician is available to provide inpatient updates to owners calling at 10AM – noon. Communication is greatly simplified by designation of one family member as a contact person.

Discharges

When your pet is ready to leave the hospital, a doctor, technician or receptionist will contact you to set up a dismissal time. This is an appointment to pick up your pet, and is designed to provide time to go over discharge instructions and medications and to answer any questions you may have. We attempt to provide advance notice to owners traveling long distances. Please note that, while the doctors would like to discuss all discharges in person, in most cases a trained technician will review discharge information with you. This allows us to serve a greater number of patients, minimize waiting, and focus on patient care. We appreciate your understanding of this situation. If you have additional questions or concerns after reviewing discharge information, please inform us and the doctor will come out or call you to discuss your pet's medical situation further.

Pending Results

We will call with test results and doctor's recommendations (e.g. medications or rechecks) as they become available. Please note that repeated calls to check on results create delays. This process is greatly simplified by designation of one family member as a contact person. Please make sure you have left all appropriate phone numbers. A trained technician will contact you if your pet's results are normal or indicate minor abnormalities. This expedites delivery of results and allows our doctors to report critical results more efficiently. If you have questions or concerns after discussing results with a technician, you may request a call from the doctor.