

HOSPITAL ADMISSION INFORMATION

Boston Veterinary Specialists

326 Bridge Street
Dedham, MA 02062
(781) 326-2140

Admission: Your pet is being admitted to our facility. We will provide bedding, food, water and medication (and of course lots of love). Please bring all medications your pet is on in the original prescription bottle. Feel free to bring their own food and one toy or blanket. **We are not to be held responsible for lost or damaged personal belongings.**

Emergency Phone Numbers: It is required that all emergency contact numbers be provided at time of admission. It is **critical** that the veterinarian have a number to call so he/she can speak with someone if needed.

Time of Pet Drop Off: All patients are to be admitted to the hospital as directed - usually at 6:45am. If this is an inconvenient time, BVS offers admission the day/night before at no additional charge as long as there is a nurse here overnight. The office is open Mon, Tues and Thurs 9am - 8pm, Wed and Friday 9am - 5pm, and Sat 9am - 3pm. If the door is locked please ring the bell on the left side of the front door. A technician will answer as soon as possible. Patients cannot be admitted earlier than 6:45am. **Please be patient, we may be tending to another pet.**

Why 6:45 am for drop off?: When our surgical team arrives, they immediately prepare for your pet's procedure. We ask that you drop your pet off at 6:45am so we can begin working with your pet right away and answer any questions you may have. When your pet arrives the surgical nurses get a full set of vital signs, the surgeon does a complete physical exam, and our team makes an individual anesthesia protocol for each patient. It is very important that all of our patients arrive on time.

****Please be advised to monitor traffic and leave appropriate time if needed****

Diet Restrictions: It is required that you remove all food after midnight the evening before the scheduled surgery date. Water is okay. Your pet may be required to fast for some recheck appointments as well. We will inform you if this is the case.

Estimates: A written estimate will be provided to you at your appointment, prior to admittance. Please keep in mind that this is only an estimate and additional fees can incur. The veterinarian will call to discuss any additional procedures needed.

Deposit: A deposit of at least 75% of the high-end of the estimate for your pet's procedure is required at the time of admission. The balance is due in full at the time your pet is discharged from the hospital. We accept the following forms of payment: Credit Card (all types), Cash, CareCredit and Checks (**checks MUST have your license and phone number on it to be accepted and be approved by digital check read**).

CareCredit is a low, monthly payment plan designed specifically for your pet's healthcare needs. For more information ask our receptionists or visit "www.carecredit.com". You can apply online in minutes and get an answer right away. Through them, we offer 6 months deferred interest or low interest for 24 or 48 months.

Communication: The veterinarian will call you with a full report on your pet's progress after their procedure. Feel free to call our office for updates at any time. **Communication is required every 24 hours.** If we have not been able to contact you the day of your pet's procedure, please call our office.

Visiting: Your pet needs to rest and relax while recovering from surgery. Visiting on the day of surgery is generally discouraged in the best interest of your pet. If you would like to visit at any point during their stay, please ask your pet's Doctor first and make arrangements with the staff.

Referral Information: The veterinarian will send a complete memo, discussing all procedures performed and recommendations to your pet's general practitioner.

*****Please be considerate with regards to your scheduled appointment. We understand it is sometimes necessary to reschedule. If you may need to reschedule, call our office right away. We have a specialized team prepared to care for you pet. We need 48 hours notice to accommodate all our patients.*****

Thank you! - Your BVS Surgical team