

Haley Veterinary Practice

Surgery, Dental, & Sedation appointments

Information Sheet

Dear Client,

Your pet will receive our very best care during their procedure day. Because this process should be as easy and stress-free as possible for you, we want you to know what to expect. If you would like an estimate for your pet's procedure, please request one in advance. Please read this information carefully and do not hesitate to ask any questions.

To prepare:

- Withhold all food and water after midnight the night **BEFORE** surgery. Eating and drinking before your pet's procedure can result in major complications. Therefore, if your pet has not followed these instructions, we will have to reschedule (Deposit will be forfeited.)
- Do not give any medications, vitamins and/or injections the morning of surgery. Instead, bring these medications with you when you drop off your pet. Discontinue any herbal supplements 3 days prior to surgery date.
- Arrive between 7:30a-8a the morning of surgery. Allow 10-15 minutes for check-in.

If you are running over 10 minutes late, please contact our office to confirm if your pet's procedure can still be performed. Your procedure may be subject to rescheduling based on our veterinarian's existing schedule for the day (your deposit will be forfeited).

Upon your arrival the morning of surgery, you will review and sign a Surgery Release Form. You and your technician will discuss optional services including pre-anesthetic bloodwork, IV fluids, and IV catheter; which we highly recommend—and may require in certain cases—prior to any anesthetic procedure. Although we already have your phone number, we will ask for the best number to contact you for the day. If someone is dropping your pet off for you, please let us know in advance. If you are interested in bloodwork, we encourage this to be scheduled and performed 1 week prior to the procedure, but it can be done the morning of.

Once forms are complete, you will have the opportunity to speak with the surgery technician. This time is set aside for you and the tech to briefly discuss the procedure, reiterate any relevant information, and to ensure that there are not any questions. New clients are encouraged to schedule a pre-surgical exam before the procedure day in order to establish the doctor-patient-client relationship- and may be required in some cases.

Once the surgery is complete, and your pet has recovered from anesthesia, (typically afternoon), your technician will text / call you with an update. We will also schedule a discharge time with you. Although most surgery patients go home the same day, some patients must be hospitalized for a short period after the procedure (this is based on Doctor's orders). If you are not sure when your pet will be discharged, please confirm with our staff prior to or the day of the procedure- whatever you prefer.

When you arrive to take your pet home, a technician will:

- Reiterate any necessary information about your pet's surgical procedure.
- Review any medications prescribed the day of surgery.

While the technician prepares your pet to leave the hospital, our receptionists will assist you with billing and answer any questions you may have.

Deposit Policy: We require a deposit for all surgeries and select procedures. This deposit confirms your pet's procedure date and is applied to your final invoice. Haley Vet Practice has a strict 24 hour notice policy on all appointments that require deposits. **If you do not notify us to cancel or reschedule your procedure within 24 hours before your pet's procedure date (the day before, by 8am), your deposit will not be refunded to you.** When you need to notify us of your appointment changes and our office is unavailable, please leave us a voicemail and we will still honor our 24 hours notice policy and will get back to you as soon as we can.

We are here to support you during this important time. Should questions arise, please call us at (615)547-9378. If it is after business hours, please leave us a message and we will return your call as soon as our office is open to do so. If you have an emergency after our hours, please do not leave a voicemail and find your nearest emergency animal hospital. We look forward to serving you and your pet on the upcoming surgery day and in the future.