

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:

- Please follow the NPO instructions the night before the procedure (this is species specific). If you are not sure of the NPO instructions for your pet's procedure, please contact our office to confirm them. Failure to follow instructions can result in rescheduling.
- Do not give your pet 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.
- For avians, small mammals, primates, and goats- Please bring a small amount of snacks/food we can offer your pet while they are in recovery.
- Arrive between 7:30a-8a the morning of surgery. Allow 10-15 minutes for check-in
- Your pet must be in a secure cage or carrier during the check-in process. This is for the safety of everyone involved. (livestock exempt)

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 Release Form and confirm treatment. If someone else needs to drop off your pet for you, please confirm the individual dropping off your pet is trusted with approving services for your pet. Although we already have your phone number, we will confirm the best number to contact you for the day.

Once forms are complete, you will have the opportunity to meet with the surgery technician in the lobby. This time is set aside for you and the technician 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.

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.

