

**OUR SERVICES**

## INSTRUCTIONS FOR CLIENTS WITH HOSPITALIZED PATIENTS

Here are some answers to common questions about your pet's hospitalization. For your convenience and your pet's well-being the hospital is staffed 24 hours. The front office is open Monday through Friday 7:00 a.m. – 6:00 p.m. and Saturday 7:00 a.m. – 1:00 p.m.

- Can I leave personal items?

We request that you do not leave personal items with your pet. These items may be harmless at home but may be unsafe during hospitalization. Bedding and blankets may potentially introduce infectious agents, which could be harmful to immuno compromised patients in our hospital. Bedding is washed and bleached daily, so special blankets may be damaged or lost.

- When should I call about my pet's progress?

We will make every effort to contact you in the morning with an update on your pet's condition. If you do not hear from us by 10:00 a.m., or if you have been instructed by the doctor to call, please feel free to do so. If there are any significant changes in your pet's condition, we will call you immediately. Please designate one family member responsible for obtaining the information regarding your pet.

- May I visit my pet?

For patients with extended hospitalization, visitation is limited to 30 minutes if your pet's condition permits. We ask that you call before visiting to set up an appointment. We are unable to arrange for visitation when our front office is closed.

- What time can my pet go home on the day of discharge?

Patients are discharged Monday through Friday from 10:00 a.m. – 5:00 p.m. and Saturday 8:30 a.m. - 12:00 p.m. unless special arrangements have been made. We ask that you set a specific appointment to pick-up your pet.

At BluePearl, we strive to provide the best in veterinary care and client relations. By following the steps above, you can help us make that possible.

*Thank you for entrusting us with the care of your pet.*

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