

Admissions:

An admission time for your pet will be arranged between 7:00 and 8:00 am. This will enable us to provide the best quality of care to both you and your pet. Please be sure your pet does not eat after 10 pm the night prior to any anesthetic procedure or surgery. It is okay to provide water during the night until 6 am. Be sure to discuss all current medications with your pet's doctor to determine if they should be given the morning of surgery. It is imperative that you leave phone numbers where you can be reached during the day as well as during the evening hours. We will provide a *Patient Admission Information Form* for you to fill out at admission time. Please indicate on this sheet if your pet has experienced any changes in their condition over the last 24 hours. Please notate the food and/or medication your pet has had over the last 24 hours, and if you are leaving food and medication for us to administer during their stay. Most patients are hospitalized at least one night following surgery in order to be monitored for progress. Client/patient services staff member will admit your pet the morning of surgery, and if you have additional questions for the doctor, please let us know prior to admission.

Please call (713) 639-1122 to cancel or reschedule a procedure or surgery. A courtesy of 24 hours notice is appreciated.

Business hours: 8 am - 6 pm Monday – Friday. 8 am - 2 pm Saturday

Procedural Updates:

We will make every effort to contact you after surgery. One of our ICU technicians, who are on staff 24 hours a day, may call you first with an update. It is important to note that even though your pet will be admitted in the morning, it does not necessarily mean that surgery will be performed in the morning. The morning admission time allows the doctors and staff to prepare for your pet's needs. The staff at Gulf Coast Veterinary Specialists is here not only to provide patient care, but also to act as a liaison between you, your pet, and the doctor. Please let them know if you have questions or concerns so they can help. We are a 24-hour patient care facility.

Medication/Special Diet:

When scheduling your pet's procedure, please update our staff on your pet's current medications, as some medications may need to be discontinued prior to surgery. If your pet is on a special diet, please bring that diet with you, in a clearly labeled bag or container. If your pet is currently taking medications, please bring the medication in the original container or a clearly labeled container for each individual pill.

Visitations:

Visiting hours are 11:00 am to 4:00 pm Monday through Friday and should be scheduled in advance with our ICU team. Length of visits will be determined by your pet's condition, and may be limited if it is in his or her best interest. Please talk to your doctor about visitation, as there will be times when visitations will not always be in the best interest of the patient. For example, some pets will become excited at a time when we want them to rest and/or will become anxious at the departure of their owners after the visit. Daily updates will be given if your pet is hospitalized for more than one night. Visitations on the same day of surgery are not recommended.

Discharges:

One of our staff members will contact you when your pet is ready to go home. A client service staff member will go over discharge instructions with you at the time of discharge. If you have ANY questions, please ask the discharging technician at that time. If a recheck appointment is needed, please schedule the appointment before leaving. When you get home, please look over the discharge instructions in the event you may have questions. Please do not hesitate to call or email. Additionally, we welcome your comments and suggestions on how we can improve our care for you and your pet.

Payments:

All professional fees will be due at the time of services rendered. A deposit will be required prior to diagnostics, surgery, and/or treatment. Third party lenders are the only extended payment plan options available. If you are interested in learning more about our payments options, one of our staff members will be happy to assist you.