

WELCOME TO OUR HOSPITAL

THANK YOU FOR CHOOSING THE JAMES. L. VOSS VETERINARY TEACHING HOSPITAL FOR THE CARE OF YOUR PET.

- Because we are a teaching hospital, your pet's medical care team is a combination of students, technicians, interns, residents, and faculty. Though you may not meet every member of the team, they communicate frequently about your pet's care.
- Our Argus Institute has dedicated support staff available to help you through your experience at the hospital. Just ask us for more information.
- If your pet's initial examination indicates need for additional tests or surgery, these are often not scheduled the same day and will require a return visit. Deposits are required prior to services being provided. We currently require a deposit of 80% of low end of estimate.
- We see many patients daily and try to accommodate clients as quickly as possible. If you feel you have waited too long, please ask the receptionist to contact your medical team for an update.
- We are here 24/7/365 for your emergency needs. The Urgent Care team triages each case and the most critical are seen first. During our busiest times, please be prepared for an extended wait time.
- Before leaving the hospital, please let your medical team know and verify that we have your best contact information.

WHAT TO EXPECT WHEN YOUR PET IS HOSPITALIZED

Our medical team will contact you at least once a day with an update on your pet's status. We make every effort to ensure you have been appropriately apprised of your pet's medical condition between 10 a.m. and approximately 5 p.m. Although we have in patient and emergency personnel in the hospital around the clock, they are caring for our patients, and cannot provide updates between 5 p.m and 10 a.m.

We are dedicated to the care of your beloved pet and want you to rest through the night knowing that highly qualified medical teams are caring for and monitoring your animal. If your pet's medical status declines for any reason, in-hospital doctors will contact your pet's primary doctor immediately. Your primary doctor will contact you as soon as possible day or night to discuss their concerns. If there are no concerns between 5 p.m. and 10 a.m. we will contact you after 10 a.m. for a general update and to discuss the medical plan. Thank you for your understanding.

Your primary doctor is:

Your pet is currently hospitalized in:

- _____ CCU (or)
- _____ IMCU (or)
- _____ Small Animal Isolation (or)
- _____ Exotics

We anticipate an in-house transfer to:

CLIENT VISITATION GUIDELINES FOR HOSPITALIZED PATIENTS

- Your medical team at the James L. Voss Veterinary Teaching Hospital recognizes the special bond you have with your pet. We believe that in most cases a visit can benefit a hospitalized patient.
- Please leave all personal items (blankets, toys, etc.) at home so they are not lost in our hospital, unless previously discussed with your doctor.
- All visits must be pre-arranged with the primary doctor or student on the case and may be facilitated by a volunteer. If a visit is not in the best interest of your pet, we will discuss our concerns with you.
- You can spend up to 15 minutes visiting, twice per day. If your animal can leave his/ her bed, patients can have visitors for up to 30 minutes, with doctor approval.
- We understand that the visit may raise questions, but visiting time does not replace medical communication. Your student and/or doctor will answer all questions during your next scheduled update.
- There may be times that we will need to cut short or cancel a visit due to unexpected activity in the room.

