



### **SURGICAL INFORMATION PACKET**

Your pet has been scheduled for an upcoming surgery in the near future. In our attempt to assist clients, we have put together this packet to make surgery day as easy and stress-free as possible.

- Please read carefully all the enclosed information. If you have any questions, please feel free to call us (904) 717-0777. On your pets' surgery day, we require you to review, complete and sign the Anesthesia/Surgical Drop-Off Authorization Form and Estimate.
- We require a phone number(s) where you can be reached surgery day.
- Failure to be reached on the day of the procedure may result in postponement of the surgery.

#### ***The night before your pet's surgery...***

- Withhold all food and treats after 9:00 pm.
- Water may be left down after this time period until 6:00 am the morning of surgery.
- If you are currently administering any medications, vitamins and/or injections, withhold the morning doses unless otherwise instructed by the doctor.

#### **Day of Surgery Events**

Please make the necessary arrangements for your pet to be dropped off on the morning of scheduled surgery, unless other arrangements have been made in advance. At time of drop off, our team will be happy to answer any questions/concerns and collect the completed Authorization Forms. If any questions arise, the doctor may contact you at the phone number on the forms.

- You are welcome to check up on your pet's status, however, we request that you allow plenty of time for your pet's procedure to be completed.
- Following the procedure, a member of our surgical team will call you to discuss your pet's procedure and provide an estimated time when your pet may be discharged from the hospital.
- When you arrive to take your pet home, the customer service representative will discuss and complete the invoice for the services completed. A veterinary nurse will go over all discharge orders verbally and give you a written copy.
- If you do not understand any instructions, please do not hesitate to ask them to go over them one more time. We hope surgery day will be a pleasant experience. Remember, our team knows surgery can be an anxious time and we are always available to answer any and all questions concerning the upcoming procedure.

**Additional Information - \*PLEASE READ CAREFULLY****PRE-ANESTHETIC BLOOD TESTING INFORMATION FORM**

Our greatest concern is the well-being of your pet. Before putting your pet under general anesthesia, we require a full physical examination, current pre-anesthetic blood profile and electrocardiogram (electrical heart rhythm).

**WHY?**

The Pre-Anesthetic Blood Profile helps alert our surgeon to the presence of dehydration, anemia, infection, underlying internal organ dysfunction or metabolic problems that could complicate the procedure and compromise your pet's safety.

**The pre-anesthetic blood profile includes:**

- 1) CBC: PCV (Anemia), White Blood Cell Count (Infection) & Red Blood Cell Count (Anemia/Bleeding Disorder), Platelet Count (Clotting Disorder)
- 2) Chemistry Profile: BUN and Creatinine (Kidney), ALKP and ALT (Liver), Glucose (Sugar), Total Protein (Dehydration), and Electrolytes (Imbalance).

The Electrocardiogram (ECG) will test the underlying electrical heart pattern of your pet and screen for any underlying heart conditions. These tests are similar to those your own physician would run if you were to undergo anesthesia.

In addition, these tests may be useful if your pet's health changes to develop faster, more accurate diagnoses and treatments. We realize surgery and anesthesia are scary for both the owner and patient and we attempt to make surgery day as safe and comfortable for all involved. The physical examination, blood work and heart screening done prior to any surgical procedure allows us to best minimize anesthetic and surgical risks and maximize patient safety.

If you have any questions or hesitations about the scheduled procedure, please do not hesitate to call us to discuss any aspect of the upcoming procedure.

**SURGICAL INFORMATION****Anesthetic Procedures & Risks**

We use a combination of pre-anesthetic medications/injectable and/or inhalant anesthetics to achieve optimum levels of anesthesia that are safe for your pet. For short procedures or procedures requiring minimum sedation - an injectable anesthetic is given alone that produces a good plane of surgical anesthesia with a faster recovery.

For most procedures - your pet is anesthetized and then intubated (insertion of a specialized tube into the trachea/windpipe). This will ensure that your pet is able to receive oxygen in combination with the appropriate amount of gas anesthetic at all times.

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## Monitoring & Pain Management

Monitoring of patients during anesthesia is done in two ways. First, a veterinary nurse is with your pet continuously from beginning of anesthesia to recovery. Second, we have a computerized monitoring system that records heart rate, pulse rate, oxygen levels, respiration, blood pressure, ECG and body temperature.

Our hospital strongly believes in high quality and compassionate medical care for our patients. As a result, all surgery patients will receive pain management before, during and after surgery. Additionally, pain medication may be prescribed to continue at home following surgery.

Additional information will be given at discharge. This pain management program will reduce any discomfort experienced and aid in a quicker recovery.

## Intravenous Catheterization & Fluids

Any patient undergoing general anesthesia will require the placement of an IV catheter and use of IV fluids throughout the procedure. This allows us to have quick, available access to the circulatory system (blood) in case of an unforeseen emergency. The fluids help provide support to the circulatory system and prevent dehydration, as well as aid in a quicker recovery from anesthesia.

It is important for you to understand that there is always a risk of anesthetic and surgical complications anytime these procedures are performed. We strive to take the highest quality care of your pet and take all the added precautions you allow to avoid potential problems.

## APPOINTMENT CANCELLATION POLICY

Unfortunately, like other medical practices, we also have the occasional late arrival or no-show appointment. We do try and manage these as apart from impacting on those who have arrived on time for their appointment; it has a negative impact on the medical team. Often there are cases being treated in the hospital and the staff attempts to schedule their day to ensure that they can meet the needs of those patients and scheduled appointments. Arriving late or not showing at all impacts their ability to manage treatments for these pets. Thus, we do have a few rules and guidelines that the staff work with in terms of late arrivals, cancellations, and no-shows.

### Cancellations

For dental or surgical appointments, we ask for a 48 hours' notice. For a Dental or Surgical procedure, the \$250.00 procedure's deposit will be forfeited for canceling an appointment with less than 48 hours' notice. If the deposit was not paid prior the day of the procedure, a \$250.00 fee (equal to the procedure's deposit) will be applied to your account for canceling an appointment with less than 48 hours' notice.

Thank you for entrusting your pet to us. ***We look forward to serving you and your pet on the upcoming surgery day and years to come.***

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