



Because we want to provide the best possible care for your pet, we have instituted a progressive surgery program at Animal Hospital of Ovilla. We would like you to follow these steps to help ensure your pet's health and safety.

1. Realize that **your pet is going to undergo a major medical procedure**. For example, the surgery commonly called a "spay" is often treated as though it is a routine procedure. It may be common, but surgery is never routine. A "spay" is actually an ovariohysterectomy. To put this into perspective, in a human this surgery typically would be followed with several days of hospitalization and 6 weeks of at-home recovery. Even "dentals" require full anesthesia.
2. You will receive a phone call the day prior to the procedure. At that time we will go over pre-op instructions, discuss pre-anesthetic lab work, and get permission for the procedure. At that time we will also go over the treatment plan for the procedure and set up the discharge appointment for your pet.
3. **Bring your pet between 7:00-7:30 am. Encourage your pet to use the bathroom before entering the hospital.** We've set up a specific time for bringing in pets so that a technician can finalize information and address your concerns. Depending on the number of questions you may have, it should only take about 15 minutes to check in your pet. **A responsible person (over 18 years of age) who can make financial decisions for your family must bring in the pet.** Be sure we have an accurate phone number so that we can reach you in case we have questions during the procedure. **If you arrive after 7:30, we may not be able to perform your pet's surgery that day.** We do offer check-in the day before the surgery at no cost, for your convenience.
4. **Once the surgery has been completed,** we will text or call you with a report; or, you may call us after 11:00 am. We will email your pet's post-op instructions for your review. If questions arise, please discuss with your technician at the discharge appointment.
5. **Please arrive to pick up your pet at the scheduled discharge time.** Allow 20 minutes so that a technician can meet with you to go over at-home recovery care and any necessary medications. Again, **a responsible person over age 18 must pick up the pet.**
6. **Fleas and ticks** can be harmful to your pet and the others around it. We will examine your pet for fleas and ticks, and if any are found, your pet will be treated for them and you will be charged for the treatment.
7. **Payment for this procedure is due in full when your pet is discharged.** If you did not already receive an estimate, please feel free to ask for one.

Please remember, our policy is that any surgeries cancelled less than 24 hours prior to the scheduled date will incur a \$50 fee.

Thank you for helping us to take excellent care of your pet!