



Patient Admission Information

We understand that it can be a worrying time when your pet is in hospital. The following explains some of our hospital policies and procedures. We respectfully ask that the following guidelines are observed, as it means we can be available to give your pet the best possible care during their stay.

Communication

The vets will aim to call you morning and evening to give an update, or immediately if there is any deterioration in your pet's condition. We request that one family member is nominated as primary contact for updates on your pet's recovery. This helps to keep our vets free for important 'hands on' patient care. We are open and fully staffed 24 hours a day, 7 days a week, including all public holidays. You are welcome to call at any time for a nurse update.

Personal Belongings

We suggest taking your pet's collar and lead or carrier home with you as they are sometimes misplaced in hospital. It can be reassuring for your pet to have a toy, an item of clothing, or a blanket from home with them while in hospital. Please label these items with your pet's name. As we are a bustling hospital, there is a chance these items will end up in our laundry system and separated from your pet despite our best intentions. Please do not leave any special or irreplaceable items.

Financial

If you have any financial constraints or concerns, please be upfront with your Veterinarian so we can work together to develop a plan that will give us the best possible outcome for your pet. We endeavor to update you regularly on your outstanding account. We ask that you also enquire regularly to avoid any confusion or surprise. Your account will need to be settled in full at discharge. We will ask for a deposit on admission equal to the low end initial estimate, and may request progress payments throughout your pet's stay.

A deposit of \$5000 will be required prior to the commencement of mechanical ventilation for patient that require this intensive respiratory support. If this has been discussed as a potential complication for your pet, please consider making arrangements for this now in case it does become necessary.

Visitation

Whilst ordinarily we encourage visits for hospitalised patients, unfortunately in light of the COVID-19 situation we have had to temporarily restrict entry to the hospital to only veterinary employees. Please be assured during this time your pet's are still receiving the ultimate TLC, and we are very happy to send you daily photos and/or video clips.

Insurance Claims

Please provide your insurance company name and policy number to our reception staff and we will submit your claim online for most insurers. PetPlan still require a manual form, which can be downloaded from their website.

Admission Checklist

When was the last time your pet had access to food or water?

What tick prevention is your pet currently on?

Is your pet currently on any medications?

If yes, please list and indicate frequency and timing of doses:

Does your pet have any ongoing chronic health concerns?

Do you authorise NVS/NEVS to take photographs and/or video of your pet for use on our website or social media pages?

YES NO