

## **Frequently asked questions about Hospitalization**

### **Will my pet have the same doctor throughout their stay?**

- There are fifteen doctors on staff at Gwynedd Veterinary Hospital and the Hospital is open 24 hours a day, so you may speak to many doctors throughout your pet's stay. A different doctor may be directing your pet's care on different days, but rest assured that each of these doctors is knowledgeable about your pet's case.
- The doctors hold "rounds" three times a day at 8 a.m., 2 p.m. and 9 p.m. to discuss each hospitalized patient. Your pet receives the benefit of having the input of multiple doctors and specialists each day. When you call, our receptionist directs your call to the doctor on duty that is responsible for your pet's care at that time. The doctor on duty will inform you of the specialist's opinions and assessments.

### **When can I call to check on my pet?**

- *(To ease the flow of communication, owners should appoint one person in the family to communicate with the doctors and keep the rest of the family informed.)*
- We ask that owners call in the morning after 10 a.m. Before 10 a.m., the overnight doctors meet with the morning doctors to discuss and transfer each patient. The morning doctors examine each patient and are then available to talk to owners after 10 a.m. Owners can certainly call at other times of the day to check on their pet's status.
- Afternoon rounds occur between 1:30 p.m. and 3 p.m. each day. During rounds the doctors meet again to discuss test or ultrasound results and the progress of each patient. A doctor may not be immediately available to speak to you during this time. If a doctor is not available to speak with you, please leave a message or ask for a "nursing update." The veterinary nurse can let you know if your pet is resting comfortably, but is not able to provide test results.

### **When can I visit my pet?**

- We ask that owners call first before coming in so that visiting time can be scheduled. This allows us to make sure there is a room available for you and your pet to visit and ensure that your pet is ready for visiting.
- We may ask if you can come at an alternate time if there are multiple emergencies or owners visiting at one time.
- We may also ask that you visit your pet in the treatment area, and we may request that you keep your visit short so that your pet does not become fatigued.

### **If Gwynedd Veterinary Hospital isn't my regular veterinarian, will my regular veterinarian be involved?**

- Your regular veterinarian is called the first morning of your pet's hospitalization to discuss the case and possible transfer of the patient.
- When your pet remains at GVH, your regular veterinarian is informed on a daily basis as to the status and progress of your pet.
- Your regular veterinarian will also be contacted by GVH on the day of discharge to discuss the plan for follow up care and where follow up care should occur.
- Your regular vet receives a summary of your pet's hospital stay shortly after your pet is discharged.

### **Is my "estimate" my final bill?**

- You receive a medical care plan or "estimate" when your pet is admitted to the hospital. This plan is generated in good faith to include the projected tests, procedures, and hospitalized care your pet needs. As your pet's condition changes, additional treatments, ultrasound, testing or surgery may be recommended. These changes will affect the total of your final bill and may not be reflected on your initial "estimate." The doctors will keep you updated daily as to your current balance, and a receptionist may call you to request that you increase your current deposit.
- *(Please remember that each hospitalization day is calculated per calendar day, not 24 hour period, and each billing day begins at 8 a.m. Your daily updates reflect charges as of 8 a.m. that day, but not necessarily the care your pet is receiving throughout the remainder of the day. Please do not arrive to pick up your pet without scheduling a discharge appointment. We ask that you inquire daily as to your current account status.)*

**Thank you for entrusting GVH with your pet's care.**