

---

### What can I expect when I pick up my pet?

If the doctor requested that you schedule an appointment to pick up your pet, please enter our main reception area (check-in). If you do not need an appointment, our discharge reception area (check-out) will assist you. At time of checkout, the front office staff will retrieve your file and alert the technical staff to prepare your pet to go home (remove any bandages, gather medications, etc.). Before you are reunited with your pet, the receptionist will apprise you of your balance and collect payment.

A member of the technical staff will bring your pet to you along with any medications and patient discharge instructions. The staff member will review all necessary information and instructions and answer any additional questions you may have. If the doctor has specified that your pet needs to return for follow-up care and/or a recheck, you can schedule an appointment before you leave or call at a later time. (Note: Follow-up care and rechecks are charged for unless otherwise specified by the doctor).

If your pet was referred to us by your regular veterinarian, necessary documents will be forwarded to them by our staff.



### Hours

**Emergency care is available anytime.**

Monday – Thursday: 8:00 a.m. – 8:00 p.m.

Friday: 8:00 a.m. – 6:00 p.m.

Saturday: 8:00 a.m. – 4:00 p.m.

Sunday & After Hours: Emergency Services

## VCA Loomis Basin Veterinary Clinic

3901 Sierra College Blvd.

P.O. Box 23

Loomis, CA 95650

Tel: 916.652.5816

Fax: 916.652.5975



[WWW.VCALOOMISBASIN.COM](http://WWW.VCALOOMISBASIN.COM)

---



## *Hospitalized Pet Information*

---



## VCA Loomis Basin Veterinary Clinic

*Small Animals & Exotics*

---

## What to expect when my pet is hospitalized

### Who will be taking care of my pet?

Our hospital is staffed 24 hours a day. There are Doctors and Veterinary Technicians in the facility at all times to observe and monitor your pet.

Please, understand that we have over seventy doctor shifts to cover each week so it is impossible for your pet to always be cared for by the same doctor. Depending upon the length of hospitalization, cases often need to be transferred from one doctor to another due to shift changes and rotations.

### May I leave personal belongings with my pet?

Yes, you may, but we do not recommend leaving them. They may get soiled or lost during the cleaning and sanitizing of kennels. However, if you feel personal belongings will bring comfort to your pet during their stay, we will gladly keep them with him/her with the understanding that we cannot be held responsible for lost or ruined items.

### When may I call and/or should I expect to receive a call regarding my pet's condition?

You may call anytime for updates from our staff; however, doctors are not always immediately available to take calls, for they may be caring for other patients. Also, out of normal appointment hours, staff may be fully involved with emergency cases.

The doctor will usually notify you upon your pet's admission when to expect a phone call. With each subsequent phone call, the doctor will give you an update and advise you when to expect the next call.

To strengthen communication between you and the Loomis Basin staff, please provide us with contact numbers where you can readily be reached.

### May I visit my pet while he or she is in the hospital?

Visitations depend upon doctor recommendations and the state of emergency triages in progress. Certain medical conditions may require your pet to remain still and calm, with their energy being expended towards healing. In these circumstances, your doctor may discourage visits. In other cases, visitations may be encouraged by your doctor to lift your pet's spirits. If your doctor promotes visits, please respect any ongoing clinic activities and *do not touch any hospitalized patients other than your own*. Whenever possible, limit your visitations to between the hours of 8:00 a.m. and 8:00 p.m. daily. In all cases, please respect the doctor's recommendation as to advisability and length of visit.

### What will my pet's stay in the hospital be like?

Your pet's stay in our hospital may vary according to doctor's recommendations, but we do strive to discharge patients to their home environment as soon as realistically possible. Their hospital routine will be as follows:

They will be placed in a cage/kennel that meets their medical needs and provides comfort for their size and condition. Depending on the circumstances, the doctor will determine if they are to be kenneled in the Intensive Care Unit, Isolation, or the general kennel area.

Dogs are walked, a minimum of three times daily unless directed otherwise by the doctor.

All hospitalized animals receive food, water, and treatments (medications, fluids, blood draws, etc.) according to doctor's instructions.

### How will I know when my pet can come home?

The doctor or assigned staff will notify you when your pet can go home and if it will be necessary for you to schedule an appointment to meet with a doctor or a technician to receive formal after care instructions.

### What if charges differ from the original estimate and what form of payments do you take?

Whenever possible the doctor will have advised you of any additional and/or unforeseen charges that may have accrued during your pet's time of hospitalization. If your balance due is more/less than your original estimate, remember that the estimate you received was made in a "good faith" effort to make the estimate accurate to within 15%. Most bills are updated daily, and on request, we can provide a daily balance.

We accept cash, personal checks, Visa, Master Card, Discover Card, and ATM. Additionally, we offer "Care Credit", a third party payment option for those who qualify. If interested, please ask a client service representative or the doctor for more information.

*Please don't hesitate to ask questions for we want your pet's stay to be as comfortable as possible and our service and communication to exceed your expectations.*

