



Hospitalization Expectations

If your pet requires hospitalization, our expert veterinary team will provide 24/7 monitoring to ensure appropriate care. Immediate communication between doctors and owners will be initiated if there are any significant medical developments.

Our objective at Pacific Northwest Pet ER and Specialty Center is to collaborate with you and your primary care veterinarian to ensure your pet receives the best care possible. The following guidelines have been established to ensure that we can work together to meet your pet's medical needs:

- Please ensure that you remain accessible by phone and email at all hours so that we can engage in timely communications regarding your pet's status and medical care. In an emergency, we need to reach you quickly.
- It is important that you communicate who the primary point of contact will be for your pet's updates and treatment decisions. Our team will communicate with the primary contact for your pet's care to avoid any miscommunication. The primary contact on the account can then update friends and family members on your pet's status.
- If we call and are unable to reach you, we will leave a detailed voicemail. Please make sure to listen to your voicemail, as the doctor will leave detailed information that may answer your questions. If you have further questions after listening to a voicemail, please give us a call.
- If you would like to visit your pet while hospitalized, we request that you call us in advance to arrange a visitation time. Patient visits are on a scheduled basis to ensure that visitation can be accommodated and to prioritize ongoing treatments or procedures.
- We kindly ask that you do not show up unexpectedly to try to visit your pet or speak with the doctor, as we may not be able to accommodate those requests when you arrive. Please call ahead to make arrangements so that we can facilitate your requests once you arrive at the designated time.
- Please understand that there are a lot of pets needing care, and this sometimes results in extended hold times on the phone, or longer waits to speak with the doctor. If your pet is experiencing a critical emergency, you will be contacted immediately.
- Please keep in mind that our hospital is filled with caring and hardworking individuals. We ask that communication with hospital staff remains respectful and appropriate.

My signature below indicates that I have read and understand the above expectations for hospitalizing my pet:

Signature: _____ Printed Name: _____

Pet's Name: _____ Date: _____