



CHARLESTON VETERINARY
REFERRAL CENTER

Patient Hospitalization



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OPEN 24/7/365 FOR EMERGENCIES

(843) 614-8387 | CHARLESTONVRC.COM
3484 Shelby Ray Court, Charleston, SC 29414

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About CVRC

At CVRC, we understand that your pet is a member of the family, and the more informed and comforted you are, the less stressful your experience will be. Beyond medical and surgical skills, we have put together a team that shares the same practice philosophy: Our doctors not only understand the need to heal, but they also understand the value of compassion.

Our dedication to excellence in both patient outcomes and client experience is unwavering. We all focus on returning your special family members to good health, and we thank you for the trust you have placed in us.



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Being Away From Home

The CVRC team understands that having a pet in the hospital and away from home overnight may be stressful for the entire family.

Comfort and Care

Our doctors and nurses tend to your pet 24 hours a day. While in our care, each pet is provided with a dedicated clean, and comfortable area to aid in the healing process.

Personal Belongings

To prevent them from becoming soiled or misplaced, we do not allow any personal belongings, such as blankets or toys, with your pet during hospitalization.

Daily Routines & Patient Updates

Below is an overview of how patient care and communication is set up throughout the day at CVRC. This will help you know when to expect updates from our team.

- Examinations, patient rounds, and shift changes occur between 7 a.m. and 10 a.m.
- During rounds, doctors are not readily available, so please avoid calling for updates during these times.
- The doctor in charge of your pet's care will contact you at least once daily to update you on your pet's progress and treatment plan. You are welcome to call at any time for an update with one of our nurses.
- If there is a change in your pet's condition, we will contact you immediately (day or night).
- CVRC will communicate with your primary care veterinarian regarding your pet's progress.
- We will get approval from you for the costs incurred for the treatment of your pet.
- Without verbal or written consent from you, no information will be shared with non-owners.
- Certain diagnostics and procedures (imaging such as abdominal ultrasound/CT/MRI, sedated or anesthetized procedures) might be performed later in the day, so results may not be available during your morning update.

Visitation Information

Hospitalization can be a stressful time for pets and their families. We recognize the importance of visitation to both of you. Though it may be a comfort to see your hospitalized pet, visits may sometimes leave pets anxious or unsettled. Please keep this in mind when scheduling a visit.

- We generally do not allow same-day visitation of any patient who has had an anesthetic procedure.
 - Recovery from anesthesia can be confusing and disorienting, so it can be challenging for the patient and family to see each other during this time.
- Scheduling a visit should be done with the daytime team involved in your pet's care.
- Visiting hours are from 10 a.m. - 6 p.m.
 - If you visit during emergency hours (6 p.m. - 8 a.m.), you may have to wait while our staff is tending to our patients.
- Visits will usually be in a private room and are limited to 30 minutes. If your visit is cage-side (due to your pet's need for ongoing treatments or difficulty in moving your pet due to their condition) there is a time limit of 5 minutes, and only 2 family members are permitted at a time.
- **Isolation Patients**
 - Please note: any patient admitted to the isolation ward will not be available for visitation due to the risk of contamination.