



PRE-OPERATIVE INSTRUCTIONS

What you need to know before surgery

- We work by appointment only. If you don't have an appointment, we cannot provide service. You must call our clinic in advance to book an appointment. Our office hours are Monday through Friday, 9a.m. through 4:30 p.m. If you get our voicemail, please leave a message and your call will be returned as soon as possible.
- **Animals must be healthy to have surgery. Upon examination, if your pet shows signs of illness (nasal discharge, coughing, sneezing, or diarrhea) or signs of injury (bite wounds, deep cuts, hurt limbs) he or she may be declined for surgery. We will advise that you visit a full-service veterinarian before rescheduling the spay/neuter appointment.**
- **It is best for your pet if he/she is vaccinated at least two weeks before coming to our clinic.** Your pet will be around other animals at our clinic and may be exposed to a virus. If you cannot vaccinate your pet before coming to our clinic, we can vaccinate your pet at the time of surgery, though the vaccines will not offer any protection from illness or viruses he/she is exposed on the day of surgery. *This is a recommendation, not a requirement.*
- Kittens and puppies must be 8 weeks of age AND weigh at least 2 pounds.
- Dogs must be under 75 pounds for surgery – we cannot provide service for dogs over 75 pounds. Your dog will be weighed at check-in and will be refused service if he/she weighs more than 75 pounds.
- Exceptions to the 75 pound weight maximum may be made for Pit Bulls and dogs with a State of Connecticut voucher for spay/neuter services. When making an appointment, please let us know if you have a Pit Bull or a voucher from the state or another Connecticut organization.
- Dogs must be under 6 years old for service. Exceptions may be made for dogs with a State of Connecticut voucher for spay/neuter or dogs being cared for by a Connecticut 501c3 rescue organization.

What you need to do the night before surgery

- Keep your cat and dog indoors the night before surgery.
- Walk your dog on a leash the night before surgery.
- If your animal is OVER 4 months old, take away his/her food at midnight, water is ok.
- If your animal is LESS than 4 months old, he or she may have food and water overnight and a light meal at 6:00 a.m. the morning of surgery.
- Remember the exact time your pet ate food – you will need to know this at check-in.

What to do when you arrive at the clinic

- For your dog's comfort, please give him/her a good walk before you arrive at the clinic.
- Cats MUST be brought to our clinic in a secure cat carrier. If you do not have one, you may purchase a cardboard carrier from our clinic before your scheduled appointment or you can purchase a carrier at your local pet store.
- You must arrive at our clinic at 8:00 a.m. sharp, allowing 20 – 25 minutes for the admission process. Arriving early will not speed up your admission process.



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- Please leave your pet(s) in your vehicle until after you have completed the admission process. Make sure your car is a comfortable and safe temperature for your pet.
- Late arrivals will not have surgery and will need to be rescheduled.
- We accept cash only and payment is due in full the morning you drop off your pet.
- If you are bringing in more than one cat, you may bring two cats in one carrier, but must provide another carrier at time of pick-up. Cats must go home in separate carriers.
- You must complete the necessary paperwork upon arrival. Our paperwork is a three-part carbonless form; it cannot be faxed or e-mailed.
- All feral cats and feral kittens must arrive in a humane trap, one cat per trap. All traps MUST be covered with a sheet or towel from the time the cat is trapped until the time he/she is brought to our clinic. Humane traps may be borrowed from H.O.P.E. with a refundable deposit.
- All dogs must be on a leash or in a carrier.

Reasons why we may refuse your pet or feral cat for surgery

- Our veterinarians perform a general physical examination on patients prior to surgery and reserve the right to refuse service to any animal for whom surgery is deemed a health risk. Reasons for possible refusal include, but are not limited to:
 - Animals over 4 months of age who are known to have eaten (including snacks or table scraps) after midnight the evening before surgery.
 - Animals who were left outside the night before surgery (they may have eaten or fought with another animal).
 - Animals that cannot safely be handled and examined by our clinic staff (feral cats are the exception)
 - Feral cats must arrive in humane traps. If a feral cat is brought to our clinic in a carrier we may not be able to perform surgery.
 - Animals with health issues, such as a heart murmur or respiratory illness, may be referred to a full service veterinary hospital for treatment before surgery can safely be performed.
 - Dogs who are nursing or in heat.
 - Kittens or puppies younger than 8 weeks OR smaller than 2 pounds.
 - We will not take risks with the health of your animal. If any of the issues above apply to your animal, please discuss this with our staff before your scheduled appointment. We may be able to make special arrangements prior to surgery.

Pick-Up Instructions

- If you are picking up a dog, you will pick him/her up promptly at 4:00 p.m. the same day of surgery unless there is a medical reason why your dog should stay overnight, as determined by our veterinarian.
- If you are picking up a cat that had surgery on Monday, Tuesday, Wednesday or Thursday, you must pick up your cat the morning after surgery promptly at 7:30 a.m.
- If your cat had surgery on a Friday, you must pick up your cat promptly at 4:30 p.m. the same day, no exceptions or late pick-ups.
- When you pick up your pet, you will be given instruction on how to care for your pet after surgery. If you would like to review the post-operation instructions on our website, [click here](#) (insert link to post-op instructions page). Post-operative instructions can be viewed on the Appointment Info page of our website.