



Linnet Way
Brickhill
Bedford
Bedfordshire
MK41 7HN
Tel: +(0)1234 261 839
E: info@acornhousevets.co.uk

PRE-OPERATIVE INSTRUCTIONS: CATS AND DOGS

- Allow pets to have access to fresh clean drinking water until the early morning of the day of scheduled surgery.
- Your pet should have **NO** access to food, biscuits or titbits after **midnight** on the night before the operation. **NOTE:** Keep cats locked indoors overnight and walk dogs on a lead on the morning of surgery!
- Admission for surgery is between 08:00-09:00 A specific appointment slot will be allocated to you - please arrive on time and expect to be at the surgery for 15 minutes as the admitting vet or nurse will wish to examine your pet, explain the procedure and complete the necessary paperwork with you. A blank copy of the consent form that you will be asked to sign can be found at the end of this document for your information, but the admitting vet or nurse will provide you with a personalised version to sign at the appointment.
- Please ensure your pet is restrained correctly. **DOGS** should wear a correctly fitted collar and lead. **CATS** must be in a secure and suitable cage or carrier.



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- If your pet needs to wear a muzzle to allow safe handling and examination please ensure that this is fitted prior to entering the waiting room.
- If your pet is currently on any medication please inform the staff member when your animal is being admitted and let them know what time the last dose was administered. Unless otherwise advised by your vet please discontinue the following medications prior to surgery:
 - Amlodipine (Amodip), trilostane (Vetoryl), ACEi (Fortekor, Benazacare) - discontinue 24 hours before surgery
 - Clopidrogel (Plavix) - discontinue 5 days before surgery
- If your pet requires a special diet, please bring a sufficient quantity of food to the admission appointment. Please note that we are not able to accept raw diets in our hospital.
- Should we need to contact you, we require a contact telephone number. This is **VERY IMPORTANT** and we ask you to ensure you can be contacted at all times.
- Please try not to telephone before 5pm to see how your pet's operation has gone. We understand you may be worried but



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we will contact you if we have any concerns. Our standard procedure is for the veterinary surgeon to contact you when your pet's procedure is completed. At this point, the veterinary surgeon will update you on the procedure and arrange a collection time and any follow-up appointments that are required. They will also inform you of the total bill and transfer you to a Customer Care representative to take payment over the telephone.

- If you are unable to make payment over the telephone prior to collecting your pet, you may make payment at the reception desk when you come to collect. If you elect to do this, please arrive 5-10 minutes before your collection appointment so that you can make payment at the main desk before the vet or nurse calls you for your discharge appointment.
- There is no charge for the completion of insurance forms if you settle your bill with us and then claim costs back from the insurance company.
- If you intend to make a direct claim through your insurance company this should be arranged in advance, not at the time of discharge. Please note that direct claims are at the discretion of the practice and are not available with every insurance



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company or for every case. A £38.50 fee is charged for direct insurance claims.

- We are unable to offer credit facilities but all major credit cards are accepted.
- Many thanks for your co-operation. If you have any questions please ask at reception.

Updated December 2023