



Patient Name: Emmie

ID: 154733-6

Client Name: Small Paws
Rescue

Date: 1/22/2021

Veterinary Staff

MedVet is a specialty referral and emergency hospital. As a leader in veterinary medicine, MedVet provides advanced training for veterinarians through residency and internship programs. In addition to board certified specialists, our staff includes residency trained veterinarians, emergency veterinarians, residents, and interns. If you have any question about who is providing care for your pet, please ask one of our veterinarians.

Transfers within the Hospital

If you authorize transfer of your pet from the Emergency Department to a specialty service, a Doctor of the receiving specialty department will assume care of your pet and generate a Care Plan for you to authorize. At that point, a secondary deposit may be required.

We will make every effort to also keep your veterinarian informed of our diagnostics and treatment plans. We recognize that you and your veterinarian are important parts of your pet's care team.

Personal Items

Please do not leave toys, blankets, leashes, etc. with your pet, since MedVet cannot ensure their return.

Patient Updates

Our Doctors or their staff will contact you daily by 11:00AM with an update about your pet's condition. If there is a significant change, you will be contacted by a MedVet Doctor or staff member as soon as possible.

Visiting and Client Phone Calls

Visiting is typically encouraged as a means of aiding your pet's recovery and your peace of mind. Due to COVID-19, our hospitals are client-free and visitation is not allowed at this time. Your pet's nursing team will send you daily patient photos in addition to regular communications from the Doctor and clinical team.

If you choose to call to check on your pet, you will either be directed to your MedVet Doctor's clinical team or the nursing team depending on the time of your call. On occasion, we may need to return your phone call if our Doctors or staff are busy caring for patients.

Releases

Patients will be released from the hospital by appointment. The MedVet Doctor or staff member will review and discuss the patient release instructions. A written copy of these instructions will be given to you to review at home. Releases from the Emergency Department typically occur in the morning before 8AM. Releases from a specialty department typically occur between 11AM and 6PM Monday through Friday, or by appointment on Saturday, Sunday or holidays. If you have additional questions after you return home, please do not hesitate to call.

Special release arrangements may be made to accommodate out of town or extended work hours. Please discuss any special time constraints you may have with your MedVet Doctor or his/her staff.

Credit Card Authorization

A credit card authorization may be left to cover the cost of your pet's Care Plan. Payments to MedVet can be authorized by a telephone call. Please make sure you have your credit card number, credit card CVV number and zip code available for verification.

Financing Option

Special financing is available through CareCredit® Financing. The required deposit amount for care financed through CareCredit® is equal to the high end of the estimated costs and will be processed prior to treatment. An initial cash, credit, or check deposit may be required until financing has been approved and all required paperwork has been signed.

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