

## **Albany Animal Hospital**

### **Surgery / Procedure Drop Off Instructions**

- Your pet can **NOT** be fed after midnight the night before the procedure, but they can have water until they are dropped off that morning.
- **When you arrive to drop off your pet, please knock on the front door & one of our staff will come out to the entryway to get your pet checked in.** Our phones are not set up to ring through until we open at 9am. Come as close to your scheduled drop off time as possible. We have several patients coming in for surgeries in the morning & only 1 person to get everyone checked in. We have the patients staggered in 15-minute increments to avoid a line of people at our door.
- If you are scheduled to drop off at 8am, please make sure not to knock on the front door earlier because we will not have staff here yet to get you checked in.
- Bring your cat in a carrier / box & your dog in on a leash or in a carrier.
- If you would like to get a head start on the surgery / dental consent form (& you have not received the forms from a staff member already), you can find them on our website at [albanyanimalhospital.com](http://albanyanimalhospital.com). Go to the "New Patient Center" & click on "Online Forms." If you are dropping off for a surgery, print the "Surgery / Treatment Consent Form" & "Pre Anesthetic Testing Release Form." If you are dropping off for a dental, print the "Dental Consent Release Form" & "Pre Anesthetic Testing Release Form." Bring the appropriate forms with you filled out to make the drop off process a little smoother. If you do not have access to the internet & a printer, you are welcome to fill out the forms when you are dropping off your pet (no need to come earlier than scheduled to do paperwork).
- Your pet will be ready for pickup sometime between 3 – 6pm (Mon, Tues & Thursday) or 3 – 5pm (Wed & Friday) the same day. The pick up time will depend on what time the surgery ends & how your pet recovers. One of our staff will call you to let you know when your pet will be ready for pick up, but you have until we close to come get them. For some surgeries / procedures your pet will need to stay overnight but a staff member will tell you ahead of time if that is required.
- We will take payment when you pick up your pet. If you pay with a credit card, an additional 2% adjustment will be added to help cover part of the processing fees that we are charged for these transactions. If you pay with debit card, cash, check (established clients only) or Care Credit, there is no adjustment. Due to COVID, we are accepting payments by phone if you're paying with a credit or debit card (Care Credit excluded). We understand if you do not feel comfortable giving us your card information over the phone. Just let us know & we will come out to get the card from you instead.
- Ideally, we will go over the post-surgical care instructions over the phone when we call you for pick up but if we're not able to reach you by phone, we will go over the instructions upon pick up.
- When you are here to pick up your pet, please call or text us at 541-926-8817 letting us know your parking spot number & the method of payment. If we do not respond within 5 – 10 minutes, please knock on the front door to let us know you are here.

If you have any questions, please call or text us at 541-926-8817.

Thank you.