

In order to help you prepare for this appointment, please read the following instructions.

**The Night Before:** Confine your pet in a small room to make sure you can find him/her in the morning.  
Do not feed your pet after midnight. Water is allowed.

**That Morning:** Dogs **must** be on a leash or in a carrier  
Cats **must** be in a carrier or pillow case.

**Arrival:** Dogs should arrive **7:30 - 8:00 am**  
Cat should arrive **7:30 - 8:30 am**

**Bring:** Vaccine records – see below  
Surgical Packet – printed and completed  
<https://hssbv.org/media/75/2021%20PreSurgical%20Packet.pdf>  
List of medications

#### **What to expect**

Check-in Line – For cats and rabbits, join the line outside the Cat Entrance of the HSSBV. For dogs, join the line outside of the Dog Entrance. Be prepared for an hour long check-in wait.

Vaccines: Dogs should be current on the DA2PP and Rabies vaccines. Cats should be current on FVRCP. If vaccines are not current, or there is no proof of vaccination from a licensed veterinary facility, we require the pet to be vaccinated at an additional cost. Home vaccines, stickers, and booklets will not be accepted as proof of vaccination; **you must bring your printed invoice from a licensed veterinary facility. Late vaccine records will not be accepted. Due to the large number of pets checking in, we are unable to call your veterinary clinic for records, you MUST have your pet's records in hand at check-in.**

Estimate: The veterinary staff will review an estimate of services at check-in. Bring your completed Surgical Packet at check-in to expedite the process. We will inform you at check-in of expected additional charges. Some conditions such as parasites, retained baby teeth, or infections may be discovered later. If these can be treated for \$20.00 or less, our staff does so without telephone permission. Please plan accordingly at pick up.

Check-out – When you return to pick up your pet, please use the sign-in sheet to let us know you are here. The check-out process takes about 45 minutes. Be prepared to pick up your pet at 4 pm, if your pet is ready sooner than 4 pm, we will call to let you know what time. **Clients arriving after 4:30 may be subject to late fees.**

**COVID-19 Requirements:** All clients must wear face coverings and employ social distancing while on premises. Please leave children at home. Please reschedule if you or anyone in your household has been sick or had a Covid exposure in the last 2 weeks. **If you are unable to keep this appointment, please call our 24-hour cancellation line at: (909) 386-1400 ext.243.**