



Pre and Post Surgery Expectations

Prior to scheduled surgery -

Set up a dedicated recovery in your home. Be sure all bedding is cleaned. Your pet will be sent home with a flexible e-collar so as not to disturb the surgical area.

Make sure any grooming practices are complete prior to surgery, as your pet will be unable to bathe for several weeks.

You will receive an email approximately one week in advance of your surgery with your confirmation, instructions and 2 separate consent forms.

We ask that you arrive for your check in time promptly, with your consent forms filled out in advance (preferably returned to us before the day of surgery via email).

Arrange to have your pet's food and water picked up by midnight the evening before surgery, unless otherwise directed by the surgeon. Confirm whether any regular medication should be administered or not the morning of surgery.

Give lots of extra hugs and kisses – remember, our pets will respond to our own nervousness and anxiety.



The morning of surgery -

Allow plenty of time to drive to the hospital for your scheduled check in time. If you are running late, please contact us.

Bring your pets regular medication in original bottles. We are unable to accept any controlled substances.

Bring at least THREE pre-packaged meals for your pet, labeled with their name. Do not be alarmed if we send you home with leftover food, as not all pets eat while their system is recovering from anesthesia.

Allow your dog to have a potty break before entering the hospital.

Please notify the staff if you need to use an alternative entrance for your pet, due to fear or aggression.

You will be asked to leave a deposit of half of the estimated surgery cost.

Procedure times – Your pet will be assigned a check in time the morning of surgery between 7:30 and 8:00am. Please note, procedures are performed throughout the day and into the late afternoon. **The starting times are determined based upon multiple factors including the case's urgency, required diagnostics and equipment availability.** Each case is assessed individually and no determination of surgery order is made until that morning, when the surgeon arrives. We utilize our time after we admit your pet for surgery to get them prepared for the operating room.

Updates on your pet – You will receive a phone call (or text, based on your preference) later that day, once your pet is out of the operating room and in recovery. Please understand that veterinary receptionists and nurses are not able to discuss test results or a diagnosis with you.

Our patients are monitored the evening after surgery by our dedicated Quartet Patient Care Staff. *You will be provided with a private phone number the morning of check-in.* This number is specifically for the hours of 5:30pm to 7:30am, as the main phone number is not monitored overnight.

Visiting – Visiting a pet on the day of an anesthetic procedure is not recommended for routine procedures, allowing your pet to remain calm and begin the healing process in recovery.

Discharging Procedure – You will be scheduled a 30 minute discharge time with one of one of our technicians, who will go over discharge instructions, medications, and address any questions you have. Our technicians have considerable experience and we encourage you to listen to what they have to say. The doctors are not involved in the discharge

process and it is not routine to meet with the doctor at that time. Our doctors are generally consulting with patients or in surgery during discharge hours.

The final invoice will be presented to you after you have met with the technician, so that we can ensure there are no changes to medications prior to your pet's departure.

You may need to make recheck appointments for suture removals, bandage changes and follow up radiographs. We strongly suggest you make these appointments far in advance, as our schedule gets booked very quickly.

The technician will bring your pet to you and provide assistance getting into the car if needed.

In the weeks after surgery –

Understand that just as in human medicine, all pets will recover from their surgery slightly differently. **Refer to your printed discharge instructions to answer any questions you have regarding food intake, urine output, swelling, activity levels, etc.**

If you feel your pet is experiencing an emergency, and our office is closed, we recommend contacting your local (VEG) Veterinary Emergency Group hospital. You will be able to speak directly to one of their doctors for further instruction.

**LOCAL to Quartet:
VEG Cary
2030 Kildaire Farm Road
Cary, NC 27518
984-345-3033**

Our veterinary team understands that surgery is a stressful time for pet owners. We are available every step of the way to answer questions and put your mind at ease. Please know your pet is very well taken care of by our amazing staff while in our care.

**6910 Carpenter Fire Station Rd. Cary, NC 27519 P: (919) 545-1001
surgery@quartetvet.com / Quartetvet.com**