



Pre Anaesthetic/Sedation Information

For your Cat

Before Arrival

- Unless told otherwise, **please do not feed your pet after 11pm the night before**, water should be available at all times until admission. If your pet has special dietary requirements, please bring along some of their normal diet when you bring them in for admission.
- Please keep your cat indoors the night before admission.
- If your pet is anxious at the vets, you may wish to bring along some home comforts such as their bed, blanket, or favourite toy that we can place in their kennel with them.

Upon Admission

- You will have been given an admit appointment on the morning of your pet's procedure, this is a **15 minute appointment** with one of our clinical team to discuss the plan for the day, ensure your pet is in good health, and answer any questions or concerns you may have about your pet's procedure.
- An admission form will be completed during this time confirming details of the procedure, permission, and estimated costs. We will require a daytime telephone number that you will be contactable at all times throughout your pet's stay with us.
- We are able to offer an **optional** pre anaesthetic blood test for any patients undergoing general anaesthesia or sedation. We can never be 100% certain that your pet doesn't have underlying conditions that may be affected by a general anaesthetic or sedation, we especially recommend these tests for our senior patients to ensure that their kidney and liver function is adequate.
- For any patients undergoing surgery, you will be given the option of either a plastic collar or a medical shirt to prevent them from interfering with their wound during their recovery period. Please let the team member know your preference at time of admit.

What happens after my pet has been admitted?

- Your pet will be taken through to our dedicated cat ward, where they will be placed under the attentive care of our inpatient nurses and veterinary care assistants. Our wards have calming music, and pheromone diffusers to provide a calm and stress free environment for all our patients.
- For our more anxious patients we have feline forts, which enables cats to express natural behaviours such as hiding. It increases their territory and allows them to view their surroundings from higher up, helping them feel safer.

- You will be advised at the time of admission an estimated time for your pet's procedure. There is usually a list of surgeries to be performed each day, this list is ordered according to the age and health of the patients, type of procedure and availability of surgeons, nurses and equipment. We are very conscious of patients who are nervous or may be expected to have a prolonged recovery time, so we aim to schedule these earlier in the day where possible.
- Once your pet has woken up, they are transferred back to their ward to continue their recovery in a warm, heated kennel, with a dedicated member of staff constantly monitoring them during this time.
- Once fully recovered, food and water will be provided for your pet.
- You will be contacted by one of our veterinary nursing assistants to update you on your pet's recovery and a discharge appointment will be arranged for later that day with one of our clinical team.

Upon Collection

- At the discharge appointment, you will be provided with full homecare instructions, any medications that your pet may require, a special diet to feed that evening and if applicable, either a plastic collar or medical shirt to prevent your pet from interfering with their wounds.
- You will be advised of any post operative appointments required for your pet

Payment

- Full payment will be required at the time of collection.
- **For insured patients and amounts under £1000** we will require full payment including an insurance admin fee at the time of collection and will submit an insurance claim for you to be reimbursed by your insurance company.
- **For insured patients and amounts over £1000**, we are able to offer a direct claim with your insurance company. We will require you to pay your policy excess and a direct claim admin fee at the time of collection. You will also be required to complete our direct claim form where a debit or credit card details are taken for us to take payment in the event of non-payment by your insurers. This confidential information will be stored in a secure coded safe and destroyed when the claim has been closed.
- Some insurance claims can be made online and some require a claims form – most of the time these can be downloaded and printed out, but they can also be requested from your insurance company by post.
- There is a section on these forms for you to fill out and sign and then a section for us.
- We can handle the whole claim for you as it usually requires sending the clinical history from our computers, so make sure the form is signed or if doing online that we have your policy number then our dedicated member of staff for insurance can submit that claim for you.

If you have any further questions, please feel free to contact one of our nursing team via petsapp, or call the surgery on 01342 327799

