



Pre Anaesthetic Information For your Exotic Pet

Before Arrival

- **Rodents:** Due to their inability to vomit and high metabolic rate, we do not require rodents to be fasted before a general anaesthetic. Please bring their own food along with them as it is beneficial to keep their environment as “normal” as possible, helping to reduce stress. By providing them with a familiar diet (and their favourite tasty treats), it encourages them to eat and ultimately have a smoother recovery.
- **Snakes:** Should be fasted to reduce compression of the lung(s) associated with large meals, as well as to reduce the chances of regurgitation. In general, one or two feeding cycles should be skipped prior to surgery.
- **Lizards and Chelonians:** are less likely to regurgitate and therefore do not require fasting prior to a general anaesthetic. However, insectivorous lizards, such as Leopard Geckos and Bearded Dragons, should not be fed any live food for at least 24 hours prior to the day of the procedure, as there is a possibility that they could still be alive inside the animal.

On 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 pets stay with us.
- You will be asked a number of questions such as the following:

When did your animal last eat?

How has their general health been at home?

Are they currently on medication and, if so, when was their last dose?

What temperatures are they kept at in their enclosure at home?

How are their temperaments?

What happens after my pet has been admitted?

- Your pet will be taken through to one of our dedicated wards, where they will be placed under the care of our inpatient nurses and veterinary care assistants.
- Changes of environment can be extremely stressful for all exotic patients. High levels of stress can have a negative effect on the animal and in some cases cause stress-induced diseases. We do have a tall, glass terrarium in the practice which is suitable for a short period of time to house most small/medium sized reptiles and chelonians. We recommend that, if possible, providing your own temporary accommodation for your animal would be more beneficial. This can ensure that your animal is in a more suitable sized enclosure along with your own hides/temporary substrate which provides a more familiar and low-stress

environment. Please ensure that all temporary enclosures are see-through, easily accessible, and secure.

- 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.

On Collection

- At the discharge appointment, you will be provided with full homecare instructions, and any medications that your pet may require.
- You will be advised of any post operative appointments required for your pet

Payment

- **For non-insured patients:** 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 claim 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 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 for 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

