



## Pre Anaesthetic Information For your Guinea Pig

### Before Arrival

- We **do not starve guinea pigs** before procedures, as unlike other animals, they do not vomit. Please, continue to feed and offer water as normal before arrival at the practice.
- Please bring along a selection of your pet's favourite foods, to help us get your pet eating as soon as possible during their stay here with us.
- To try and reduce stress, if your guinea pig lives with another, you are welcome to bring them along to provide familiarity and some companionship.

### 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 pets stay with us.

### 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. Our wards are designed to provide a calm and stress free environment for all our patients.
- 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 such as guinea pigs, so we aim to schedule these earlier in the day where possible.
- Due to their small size and unique anatomy, guinea pigs can take longer than other species to recover from general anaesthesia. Therefore, we may suggest that they stay in overnight so they can be closely monitored, and syringe fed by one of our night nurses. After their procedure, we make sure the patients are kept warm until they are alert enough to go back into their kennel. When awake enough, we promptly begin syringe feeding them with critical care formula every four hours, until the patient is eating for themselves. It is important for us to encourage guinea pigs to eat and administer a gut stimulant as soon as possible post anaesthetic as this will help get the intestines moving. It can take a little while for them to start passing faecal pellets too, so it is important to monitor this closely. Some owners may have previous experience with syringe feeding and be happy to monitor at home until eating and passing faeces. If you would like to monitor your guinea pig at home instead of them

staying overnight, we will be able to arrange a demonstration on how syringe feed your guinea pig if needed.

- 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 either later that day or the following day dependant on your guinea pigs recovery.

## Upon 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***

