



**Denton County
Animal E.R.**

Serving Denton County and the surrounding areas after hour animal emergency needs utilizing a highly skilled, compassionate staff of veterinary doctors and nurses...

Guidelines for Admitted Patients

Thank you for entrusting our staff to care for your pet's emergency needs. We take this responsibility very seriously and want to make your pet's stay at our facility as comfortable as possible. We assure you that your pet's well being is most important to us but we also realize that the stress of hospitalizing an animal is very difficult for you, the owner. We try to minimize your stress by ensuring the following:

- ✓ *Your pet is constantly supervised by a well-trained staff consisting of doctors and technicians trained in emergency veterinary medicine.*
- ✓ *You are always welcome to call and check on your pet's condition at any time. We will make every effort to contact you in the event that there has been a change in your pet's status that requires further diagnostics.*
- ✓ *Visitation is allowed only at the doctor's discretion and only if your pet can be transported to an exam room. Please keep in mind that treatment of incoming cases takes precedence over any visitation. Also, it is important to remember that interrupting your pet's treatment by visitation can actually be detrimental to their recovery. Because of this, we only allow visitation on a case-by-case basis.*
- ✓ *We offer a clean, comfortable environment based on your pet's needs which includes ample padding and bedding. For this reason, and due to the volume of patients seen, we ask that you not leave any blankets, towels or toys for your pet. If any personal items are left, we cannot guarantee their return.*

Our clinic provides a place for your animal during the hours when your primary veterinarian is closed. We require that you pick your pet up by 7:00am to be transferred back to your primary veterinarian for continued observation and/or diagnostics. Our facility closes at 8:00am, therefore, any animals not picked up by 8:00am will be assessed a late fee. We do offer a transport service for critical patients that will take your pet to your primary vet (for an additional fee). Please ask us about this service.

Once again, we thank you for the opportunity to provide emergency treatment and care for your pet. Please do not hesitate to provide us with feedback on your experience at our facility.

Thank you,

The Staff of Denton County Animal ER



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