

# Hospitalization at Bishop Ranch Veterinary Center & Urgent Care



**Having to leave your pet at the hospital can be an unexpected and distressing situation. Our staff and doctors recognize what a difficult time this can be, and we would like to help make this process a little easier on you and your family, by addressing any concerns and questions you may have.**

## **“Where will my pet be staying?”**

While your pet is hospitalized at BRVC, they will be staying in our Patient Care Area. Patient Care is staffed 24 hours with nursing care devoted only to hospitalized pets, allowing us to provide the level of monitoring your pet needs. There are a variety of cage sizes to suit different pets, including separate dog bays that provide a restful, non-confining feel to your pet's stay.

To keep the staff well informed of your pet's updated status, our Electronic Whiteboard enables any staff member from any computer to have access to their medical progress. Additionally, Patient Rounds are performed upon each shift change to ensure seamless transition and consistent quality care and monitoring for your pet. We have a triplicate method of Patient identification (including neck bands, cage cards, and cage numbers) to ensure accurate identification of each pet. We have also recently incorporated the use of digital pictures of each pet in their medical file, which is just one more layer of Patient Identification for peace of mind.

Unless your pet's doctor has prescribed otherwise, walks or litter box changes are performed every 4 hours, and patients are offered fresh food twice a day, or as needed.

In addition, our in-house laboratory allows us to run initial and follow-up diagnostic tests to monitor your pet's health. Results can be obtained in 30 minutes or less, around the clock, if needed.

## **What are the costs of hospitalization?**

There are several levels of hospitalization, based upon the medical status and treatment needs of your pet. Your doctor will determine the hospitalization level appropriate for your pet, depending on their current medical status and recommended treatment course.

Daily charges for hospitalization are incurred, and additional charges for medications, diagnostics, procedures, and treatments will apply as well. You should have already received an initial estimate for the expected costs for your pet's hospitalization. You will also receive an update call each morning from a member of our technical staff to inform you of your pet's most current medical status and your current balance, and to go over any additional estimates if needed. In addition, your pet's doctor will update you in more detail at least once a day. This keeps you informed every step of the way, and allows you to make informed decisions prior to authorizing further care.

## **Worried about your pet? Here's how to call to check on them:**

If you would like to call in for an additional update on your pet's status, simply call our main hospital number (925) 866-8387 and inform the representative that you would like to speak to a Patient Care nurse to check on your hospitalized pet. The representative will connect you with a Patient Care nurse who can provide you with the most up-to-date information on your pet. If the Patient Care nurses are currently treating a hospitalized pet and are unable to come to the phone immediately, you may leave a voicemail in their mailbox and your call will be returned within the hour. You can call anytime, 24-hours a day, as we also have overnight technicians on-staff taking care of your pet. These technicians are available to give you updates on your pet's status from 10pm - 6am.



**Bishop Ranch  
Veterinary Center  
& Urgent Care**

[www.webvets.com](http://www.webvets.com)

# Hospitalization at Bishop Ranch Veterinary Center & Urgent Care continued...

## What should I bring for my pet when he/she is admitted?

Normal meals are included in the hospitalization charge, and we are stocked with a variety of foods including prescription diets. However, if your pet prefers a certain type of food, please feel free to bring it in. Unless your pet's doctor has prescribed otherwise, we are happy to feed your pet the food they prefer.

You may also wish to bring in a comfort item that smells like you and your home. Examples are a favorite toy, blankets or a worn article of your clothing. The scent of home can be very comforting for your pet during their stay.

Please let the Patient Care nurses know about any preferences your pet may have. We recognize the importance of the animal-human bond and our nurses know what a critical role TLC can provide to a sick pet. So please feel free to talk to a Patient Care nurse about your pet's personality, tendencies, likes and dislikes.

## What if I want to visit my hospitalized pet?

If you plan to visit your hospitalized pet, call our hospital and ask to speak to a Patient Care nurse to schedule a visiting time.

**Visiting hours are between:  
8am-10am, 12pm-2pm, 4pm-6pm, 8pm-9pm**

With these structured visiting hours, we can more efficiently time your pet's treatments so as not to interfere with your visit, allowing you uninterrupted visiting time. In addition, it helps us to provide an environment conducive to rest and healing for all of our patients.

Of course we will always work with you to make sure you can see your pet. If you require a visit outside of normal visiting hours, mention your needs when you call to schedule your visit. The Patient Care nurse will then be able to adjust your pet's treatments as needed to accommodate your visit time.

If you wish to bring other pets or children to visit your pet, please inform the Patient Care nurse when you call to schedule the visit. Accommodations can be made to allow you to have a private room to yourself for your visit.

## What will happen when my pet is ready to come home?

Your pet's doctor and our staff will be in constant contact with you about your pet's progress and when your pet is ready to go home, a discharge appointment will be scheduled with a Patient Care nurse. During the appointment, the Patient Care nurse will meet with you to go over the doctor's instructions for home care, and to explain and demonstrate any medications or treatments that you need to administer at home. They will also review with you any potential symptoms to watch for which should be reported to us, and address any additional questions or concerns you may have.

When you arrive for your discharge appointment, inform the Front Desk staff that you are here for a discharge appointment from Patient Care. The representative will process your invoice and take payment, and will provide you with the printout including your Departing Instructions. They will inform the Patient Care nurse that you are ready to check out, and the Patient Care nurse will review the Departing Instructions with you, answer any questions that you have, and then bring up your pet to you.

If you get home and realize you have more questions – please feel free to call back and ask to talk with the Patient Care nurse or your doctor.

## Your pet's Patient Care Team:

Primary Doctor:

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Secondary Doctor (if applicable):

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Patient Care nurse currently on duty:

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