

Visiting Your Pet

- **You may visit once a day by appointment, Monday through Saturday, between the hours of 9-11 a.m. and 7:30 -9 p.m.** Please call 413-665-4911 to arrange your visit. Due to the high volume of emergencies, Sunday visits are allowed *only with prior doctor approval—please call in advance.*
- **Coordinate group visits.** If more than one family member wants to visit, please coordinate the visit to include all members during the same visit.
- **Where you will visit.** You will visit with your pet in an exam room for a time limit based on nurse and exam room availability. If emergency cases arrive during your visit, you may be asked to wait until an exam room becomes available. We ask for your understanding should this occur. During nice weather, you may visit with your pet outdoors if they are able.
- **Critical care patient visits.** If your pet is not able to be moved or is in isolation, you will be allowed to visit him or her in the Intensive Care Unit (ICU) or in the Isolation Ward. These visits will be limited to 15 minutes. Critical patients may have visitors more than once a day *with prior doctor approval only.* If the ICU becomes busy and the visit interferes with the delivery of medical services to a patient, you may be asked to leave. Again, we ask for your understanding in advance should this occur.
- **What to do during your visit.** In addition to giving lots of pats and love, we encourage you to feed your pet if he or she is allowed food and water and to walk your pet outside when possible. Feel free to bring a favorite toy to play with your pet.
- **Questions during your visit.** Please be aware that the doctor may not be able to speak with you during your visit, but feel free to direct your questions or concerns to our veterinary technicians or nurses who will be sure that they are answered.

Staying in Touch

- **Appoint one family member to act as your spokesperson.** To coordinate communications between our medical team and you and your family, we ask that you designate one person to act as the primary contact person who will keep all other family members informed of your pet's status. We have found that communicating consistently with one family member makes the most effective use of our doctors' and nurses' time and it eliminates any confusion and misunderstanding between family members and our medical team.
- **Nurse updates.** Your designated contact person may call the hospital and speak with a nurse about your pet's status anytime of the day or night.
- **Doctor updates.** A doctor will call your designated contact person at least once a day about your pet's status. Please understand that should you call requesting to speak with a doctor, it is highly unlikely they will be available as they are continually seeing new emergency cases or they may be in surgery taking care of a trauma patient.
- **Referring veterinarian updates.** A doctor will call your referring veterinarian once daily with an update and to discuss your pet's status. Medical records, x-rays, etc., will be sent as well.

Because we are a 24-hour hospital, and not a wellness clinic, our doctors and nurses work 3-day, 12-hour shifts, for the most part. This means that during your pet's stay, especially if it is lengthy, you may speak with several different doctors or nurses about your pet's health. Please be assured that our doctors and nurses work closely together to ensure consistent medical care and treatment for your pet, regardless of who is on duty.