Client Information: What to Expect



Care and hospitalization

Your pet is being hospitalized overnight for further treatment and diagnostic procedures. Tomorrow morning your pet will be transferred to a veterinarian in the appropriate daytime specialty/service area. Many of the hospital service areas have patient rounds in the morning. The new attending veterinarian will call you with an update as soon as they are able, but no later than noon. If your pet's condition changes, you will be notified promptly.

Personal belongings

Please do not leave behind personal belongings such as leashes, pet carriers, blankets or toys, due to the risk they may become lost or damaged. Every pet is provided with comfortable bedding in the hospital.

Visiting your pet

Patients in the Veterinary Medical Center are closely monitored by our veterinary teams. Medical treatments and diagnostic testing may be performed at frequent intervals during your pet's hospital stay. In order to reduce delays or disruptions to this care, family visits are scheduled and limited to 30 minutes. Schedule your visit in advance with the veterinarian or student overseeing your pet's care. Normal hours of visitation are:

- Monday through Friday 10 a.m. 12 p.m. and 5 p.m. 8 p.m.
- Weekends and holidays 10 a.m. -12 p.m. and 3 p.m. 6 p.m.

Medical updates

You will receive a daily update from the veterinarian or veterinary student caring for your pet. If you need an additional update, we ask that you limit your call to once a day to allow us to focus on patient care. If your pet's condition changes, you will be notified promptly.

Financial updates

A deposit of 75% of the high end of the current estimate is required for hospitalized pets, with the remaining balance due at the time of discharge. We invite you to stay up to date about the cost of care. You may discuss the ongoing cost of care directly with your pet's veterinarian. You may also speak to one of our Client Services Representatives to inquire about your current total bill.

Admitting Doc	tor:
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	If you have any questions, please call the University of Minnesota Veterinary Medical Center

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at 612-626-VETS (8387).