

HENDERSON ANIMAL CARE HOSPITAL

WHAT TO EXPECT WHILE YOUR PET IS IN THE HOSPITAL

UPDATES

- Doctor calls every weekday morning
- Text/email every weekday evening
- Text/email weekend evenings only

VISITING

You are WELCOME to visit! Please plan your visits between 10am - 4:45pm.

FINANCIAL

An estimate will be given before your pet is hospitalized. Half of the estimate is due at the time of admission, the other half is due when patient goes home.

Please note that if the treatment plan changes, as medical conditions change, your estimate MAY be higher. You will be notified if this should happen.

QUESTIONS

for the Doctor...

Leave a message with the receptionist or on the doctor's specific voicemail. Your call will be returned between 5:30-6pm.

General or Non-medical...

- A receptionist is available to give you an update anytime, however they will not have specifics.
- A technician is able to speak with you regarding more specific medical questions that do not require a doctor's response.

Please keep in mind we hospitalize multiple patients. Each patient is as EQUALLY important as your animal.

Our doctors divide their time between all patients and are VERY involved in the care and treatment of your pet.

We ask for your patience during normal business hours regarding returning phone calls. We promise to be diligent to keep you informed.

Thank you for trusting us with your animal!
HACH Staff and Doctors

A doctor will notify you immediately should an emergency or change in treatment plan occur.