

# UPSTATE HOSPITALIZATION

## What to Expect

At Upstate Veterinary Specialties we recognize that it is difficult to be away from your pet when s/he is sick or hospitalized. We have veterinarians and licensed veterinary technicians caring for your pet 24/7. Below you will find some helpful information regarding your pet's stay with UVS.



## HOSPITALIZATION



Please be sure to bring any prescription medications and special diets with you for your pet's stay. We cannot keep any of your pet's personal items while hospitalized including leashes, collars, carriers and/or toys. UVS keeps a variety of pet beds, pillows, and blankets in-house to ensure your pet is comfortable during their stay.

## PHONE UPDATES



While your pet is hospitalized you will receive an update from your doctor or a service staff member daily. Doctors cannot accommodate phone calls between the hours of 7:00 - 9:00 AM or 5:00 - 7:00 PM. UVS will alert you immediately if there is a vital change in your pet's condition. Remember, "no news is good news!"

## VISITATION



You are welcome to visit your pet while hospitalized, however we ask that you call in advance to schedule a visit. Visits are limited to 30 minutes twice daily and cannot be scheduled between the hours of 7:00 - 9:00 AM or 5:00 - 7:00 PM. Upon arrival, please check in with the front desk to be escorted by hospital personnel.

## BILLING



At the time of admission, you will be asked to leave a deposit of 50% of the high end of the estimate. The remaining balance must be paid in full when your pet is discharged. UVS accepts cash, checks, and all major credit cards. Payment plans are available through Wells Fargo. Please ask our Client Relations staff for additional information.