



Thank you for choosing The KAAWS Clinic!



WHAT TO EXPECT:

1. Please note to better service you in our clinic, our **phone system will not be on until 9:00 a.m.** Please take time to review directions to our facility prior to your scheduled appointment. You can also refer to our website (http://kaawsclinic.com/about-us/locate-us.html?_ga=1.187656430.758899470.1437076389). If you are late for any reason, your deposit will be forfeit and your pet(s) will not be accepted.
2. **Check in time is 7:15 a.m. - 8:30 a.m.**
 - a. No surgery patient will be accepted after 8:30 a.m. If a patient is late for any reason, he will have to reschedule and your deposit will be forfeit. Another deposit will be required to reschedule.
 - b. Patients are seen on a first-come, first-served basis. We do not have a “drop off” process. You will **check in** at the front desk and wait to be seen by a technician. **Expect a wait time** of at least an hour to complete the check in process. To help cut down on wait time, please have attached forms filled out completely prior to check in. (If you are working with a rescue group, ask the group for a copy of necessary forms).
3. **Signs of illness:**
 - a. Any patient showing signs of illness will be **refused for surgery** until properly treated by a DVM of your choice. Proof of treatment (if not done at KAAWS clinic) will be required before surgery can be rescheduled.
 - b. This also applies to patients who are currently on antibiotics; surgery may be refused until antibiotics are finished. We will perform surgery two weeks after diagnosis and proper treatment. Please contact us if you have any questions about any of these policies.

4. **Behavioral issues:**

- a. Behavioral issues with patients that are unable to be handled due to aggression will not be accepted for surgery and will be referred to a full-service facility/behaviorist for all services.
 - b. Your deposit will be forfeited.
5. Failure to follow mandatory instructions may result in the loss of your deposit and require rescheduling of your appointment.

6. **Pick up:**

- a. Please keep in mind that surgery pick-up time will be between 2:00 p.m. and 4:30 p.m. We **do not guarantee a specific** or requested pick-up time. You will receive a telephone call when your pet is out of recovery and given a more specific time to be discharged.
- b. Our technicians will need approximately **10-15 minutes to review post-operative** instructions, so we recommend your arrival no later than 4:30 p.m. to pick up your pet(s).
- c. Our clinic **closes at 5:00 p.m.** No patient is allowed to remain overnight. If for any reason you do not pick your pet(s) up by 5:00 p.m., late fees will apply for each pet. Please make necessary arrangements if required.



MANDATORY ITEMS TO BRING SURGERY DAY:

1. The attached and **completed forms:**

- a. Consent for Sterilization and/or General Surgery
- b. Preanesthetic/Surgery Questionnaire (answers current within 24 hours)

2. **Rabies Certificate:**

- a. If we do not already have a current proof of rabies vaccination, a rabies certificate is required (*a rabies tag is not an acceptable proof of rabies vaccine*).
- b. If adequate proof is not provided by 10:00 a.m., a rabies vaccine will be administered to your pet at your expense. If you would like to have your prior veterinarian fax records to us, our fax number is (281) 200-2328.

3. Vaccination History:

- a. If you have prior vaccine or pertinent information for your pet from a previous veterinarian, please fax it to our clinic at least 24 hours prior to your appointment. If you are unable to fax it to us, please have it with you the morning of your appointment.

4. Leash/Carrier

- a. All dogs must be on a leash! If you do not have a leash, please *temporarily leave your pet (s) in the car* and come into the clinic to purchase one for a minimal fee before checking in.
- b. Cats must be in their *own, individual* carriers - **CARRIER MUST BE IN WORKING/ FUNCTIONING CONDITION**. If you do not have a carrier or need additional carriers, please *temporarily leave your pet(s) in the car* and come into the clinic to check in and purchase a carrier for use at a minimal fee.
- c. All **feral** or very fractious cats must be in a **humane trap** -- these patients will be refused for surgery if brought in any item other than a humane trap. Transferring a fractious/feral cat in the clinic from a carrier to a trap **WILL NOT BE ALLOWED!**



MANDATORY INSTRUCTIONS TO FOLLOW:

1. All anesthetic appointments require a **deposit** when scheduling.
 - a. We accept Visa, MasterCard, debit cards, and cash only.
 - b. Should you need to **reschedule or cancel** your appointment, a 24 hours' advanced notice is required. If proper notice is not given, a "No Show/ Sufficient Notice Not Given Fee" will apply. This charge will be the same amount that was charged for your surgery deposit; in other words, the deposit is forfeit.
2. **Withhold food** from patient after 10:00 p.m. the evening prior to surgery. Do not feed **ANYTHING**, including treats the morning of surgery. Water is allowed.
3. **Preanesthetic blood work** is recommended for all patients.
 - a. This allows us to evaluate blood cells, liver, and kidney functions, as well as the patients' ability to process the anesthetic drugs. This may be done the day of surgery or in advance.
 - b. Preanesthetic blood work is required for any patient younger than 4 months of age and any patient deemed as a geriatric (7 years and older).
 - c. If you choose to perform blood work prior to your anesthetic procedure, please call to schedule an appointment separately.

4. **Never use any over-the-counter** (bought from grocery/feed store, etc.) flea/tick products on patients **2 weeks before** the day of surgery (with the exception of Fipronil products). This includes dips, powders, flea collars, and/or topical ointments.
5. Patients should be given their heartworm prevention as normal, regardless of surgery date.
6. If your pet has recently had puppies/kittens, she should have **completed nursing** her babies for two weeks prior to surgery. The babies should be between 6 and 8 weeks of age and eating and drinking on their own prior to spaying the mother. If they are still attempting to nurse, even minimally, surgery will be postponed until they have stopped.