

WCVS Policies

■ Safety concerns: For the safety of your pet, other animals, and fellow patrons, all animals entering the hospital must be on a leash or in a carrier.

■ Vaccine Requirements: **All hospitalized animals and surgery patients must be current on their vaccinations.** Dogs are required to be current on rabies and distemper vaccinations. Kennel cough vaccination is required for boarding. Cats need to be current with rabies and upper respiratory virus vaccinations. If vaccinations were not performed at WCVS, we will need to see proof of vaccinations prior to admission.

■ Surgery/Hospitalized patients:

○ All surgeries require an anesthesia form and estimate to be discussed and signed at the time of check-in. Please allow for time to fill out this paperwork with one of our team members. Because there are several elective decisions based on your pet's needs, be sure you, the owner, is presenting the animal for admission. Each location has variable drop off times that will be explained to you when you make your appointment.

○ All pets will be checked for external parasites when they arrive. **If external parasites (fleas, ticks, etc.) are present, the pet will be treated at the owner's expense.**

○ Hospitalized cases will receive a treatment plan before the client departs. We require a deposit of 50% of the estimated fee when your animal is admitted to the hospital for non-elective procedures, and payment in full is due upon discharge of your animal from the hospital.

○ For all elective surgeries (spays, castrations, dental cleanings, declaws), payment in full is due upon discharge.

■ Please call ahead for prescription refill and allow up to 72 hours for them to be completed.

■ Please allow up to one week for lab results.

■ Persons bringing patients for appointments, surgeries, boarding, or other services must be 18 years or older, have a valid driver's license or other valid identification, and be listed as an authorized signatory on the client account.

■ **Payment is due at time of service:** For your convenience, we accept VISA, MasterCard, Discover and American Express, as well as cash and checks (driver's license number is required for use of checks). We also accept CareCredit, You may apply online at www.carecredit.com or we can assist you in the application process at the clinic.