



## CONTACT US ANYTIME!

Please feel free to call or email us anytime for an update on your pet. An update will be given by the doctor or by a staff member working closely with your pet.

For pets being hospitalized overnight, we will not call unless we have a concern. Please call in the morning for an update on your pet, and to make a plan for the day.

Our doctors will communicate with your primary care veterinarian as soon as they are available for an update. Our doctors will also send an updated medical record to their hospital via fax or email. Remember that we are open all day and night so you can call anytime with questions, concerns, or for an update on your pet!

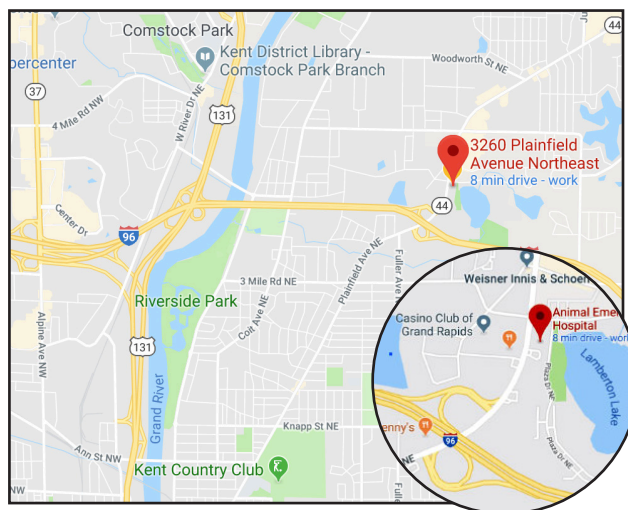
OVERNIGHT HOSPITALIZATION AT

# ANIMAL EMERGENCY HOSPITAL

## VISITING YOUR PET

You are welcome to schedule a time to visit your pet depending on their condition and level of hospitalization. Most pets hospitalized for more than 24 hours benefit from a visit.

Due to the busy nature of an emergency hospital setting, your visit may be delayed or the duration might be limited in the event of critical cases needing immediate attention. If your pet is hospitalized for a contagious condition, we do not allow visits to limit the risk of disease spread to other sick patients.



**(616) 361-9911**

3260 PLAINFIELD AVE. NE | GRAND RAPIDS, MI 49525

[AnimalEmergency911@gmail.com](mailto:AnimalEmergency911@gmail.com)





## WHAT TO EXPECT WHILE YOUR PET IS HOSPITALIZED:

We always treat our patients like our own pets. Hospitalization includes lots of snuggling and attention. We are fully staffed with doctors and nurses 24 hours daily so we can respond quickly to any change in the condition of your pet. You can expect:

- 24-hour monitoring with regular vital sign evaluation
- One nurse will be assigned to your pet on each shift
- Food and water (when applicable)
- Treatment and medications
- Dogs are walked in our gated area every four hours
- Hiding boxes and Feliway pheromones to ease anxiety for cats
- Dimming cage lights to allow for restful sleep when treatments are not being performed
- Comfortable beds, pillows, blankets and cots (when applicable)
- Breaks outside of the kennel to interact with staff when conditions permit

## LEAVING ITEMS WITH YOUR PET

You are welcome to leave a few items to make your pet feel at home. Items such as blankets, toys and treats from home can help your pet feel more comfortable in an unfamiliar environment.

It is possible that your pet's personal items may get soiled during their visit. We will do our best to get items washed before discharge.

Although every effort is made to keep track of your pets items, on rare occasions items are misplaced in the hospital. AEH is not responsible for any lost personal items.



## FINANCES

When you leave your pet to be hospitalized, 75% of the high-end of your treatment plan will be due. During your pet's stay, the doctors will regularly re-evaluate your pet's status and might make a recommendation for continued care.

If the doctor decides that care beyond the original treatment plan is warranted, they will discuss the expected financial aspect of longer hospitalization. We may request an additional deposit to keep the total deposit at 75% of the high-end range of the treatment plan. Please feel free to ask if you have any questions about this.

Financing is available through CareCredit® and Health Credit Services (HCS).

**Pet Emergency? Call us right away at (616) 361-9911**