



Welcome to Our Hospital

At WestVet, we strive to provide the best level of health care for your pet. In order to ensure that all patients receive uninterrupted attention and treatment from our doctors, it is important that you respect the policies listed below. Please be assured that we have designed these policies with your pet's best interest in mind.

Patient Policies



Patients scheduled for surgery must be dropped off between 7:30 am and 8:30 am on the day of surgery. If you cannot drop off your patient at this time, prior arrangements must be made.



Do not feed your pet after midnight on the night prior to the scheduled surgery or procedure if anesthesia will be administered. It is OK to offer water.



Patients being seen for an overnight emergency must be transferred to the primary care veterinarian or picked before 9am the following morning. Failure to do so will result in additional charges and the patient being transferred to a specialist for care.



Our itemized service estimates are simply estimates. Please be aware that it is impossible to predict the exact quantities of supplies and services required for your pet's proper care. Even routine procedures may result in unexpected circumstances that cause the invoice to exceed the estimate.



Please be assured that the Doctor will call both you and your regular veterinarian immediately after the procedure has been completed and in the event of any change in your pet's health status. Procedures scheduled for the day may take place anytime between the early morning and mid evening. Please understand that the more critical patients will be treated prior to the less critical patients. Unexpected emergencies may cause a delay in your pet's surgery or special procedure.



Patient visits are by appointment only. We welcome you to visit your pet while he or she is in our care, however, please limit this to once a day to ensure that your pet's treatment schedule is maintained. Please check in with reception for each visitation even though you have had repeated visitations. If your pet cannot be moved to an exam room for this visit, please remain in the IMMEDIATE area of your pet's accommodations. If treatment is needed for your pet or if there is an emergency, we will ask that you retire to the reception area until another visit can be accommodated.



Patient pick up is by appointment only. We respect your time and, therefore, wish to have your pet and all his or her medications and discharge instructions ready when you arrive. If you arrive without an appointment, please understand that you may have an extended wait while we prepare the patient for discharge.



Full payment is due at the time your pet is discharged. An initial for the low end of the estimate is required before your pet can be treated. If you are unable to make the full payment, please request an application for one of our client financing services prior to scheduling treatment for your pet.



Once your pet has been released from our care, it is imperative that you follow the Home Care Instructions exactly as prepared. This ensures your pet's optimal recovery.