



## **Thank you for trusting in us and putting your pet's procedure in our hands:**

We sincerely appreciate your confidence in our services and entrusting us with your pet's surgical procedure. At Paws2help, our dedicated staff is committed to providing exceptional care to ensure the well-being of your beloved companion. Below is an outline detailing important considerations and expectations to guide you from the time of departure from our facility until your return for pick-up at the end of the day.

## **Before departing our facility, we kindly ask that you take note of the following:**

- Please ensure that any blocks on unknown callers are removed or add our contact number (561-712-1911) to your approved contact list. This ensures smooth communication should we need to reach you regarding your pet's condition or any other pertinent matters.
- Prior to leaving, we encourage you to address any questions or concerns you may have with our staff. **DO NOT LEAVE IF YOU DO NOT UNDERSTAND ANY ASPECT OF THE SURGICAL PROCEDURE OR WHAT YOU HAVE SIGNED FOR.** Additionally, please remember to gather all of your pet's belongings, including collars, harnesses, clothing, leashes, and any relevant documentation folders.

## **Following your departure from the facility, we would like to provide you with the following information:**

- Our surgical staff will promptly contact you upon completion of your pet's surgery, advising you to proceed for pick-up. Please be aware that despite receiving a call, there may be an extended wait time upon arrival due to various factors such as your pet's temperature, potential delays in surgery with other patients, or the preparation of medications. Your patience and understanding are greatly appreciated during this time.
- Rest assured that your pet is under the diligent care of our experienced surgical team throughout the day. In the event of any concerns, you will be the first to be notified so there is no need to call for an update. While we understand the impulse to inquire about your pet's well-being, continuous calls during the day may inadvertently distract our surgical staff and cause delays. Be assured, you will be promptly contacted once your pet is ready for pick-up.
- Should you not receive a call or miss our communication, please **Make sure to arrive for pick-up between 4:00 and 4:30 pm. It is imperative to adhere to this timeframe, as any delays may result in additional fees, which could amount to an extra \$100 or more.** We recommend planning your commute accordingly, especially if it may be lengthy, to avoid any inconvenience.

