



SERVING THE JERSEY SHORE SINCE 1980

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WHAT TO EXPECT DURING HOSPITALIZATION

Patient Updates and Communications

You will receive a daily call from the doctor to update you on the progress and treatment plan for your pet. This call generally occurs between 10am and 3pm.

We will also call if there are significant changes in your pet's status. You may call for information about your pet, but please understand that in order to provide the best care for our patients we request that you call for updates between the hours of 10am and 9pm.

- You will be provided a financial update during your pet's stay with us. The focus of this call is to keep you updated on where your invoice is currently and to address any financial questions you may have. If your pet requires additional treatment/hospitalization the new treatment plan will be discussed and - if requested -emailed to you for your review, and an additional deposit if needed will be taken at that time.
- To streamline all communications, we ask that you designate one family member for all medical updates and ask that he or she relay information to the rest of your family.
- We treat each patient's medical record as confidential. You can be assured that we will not discuss your pet's condition with anyone but you or the person you have designated. We will however keep your family veterinarian updated of your pet's condition.

Visitation Policy

Due to Covid-19, for your safety and ours, we currently are not allowing visitation. However, we can provide photos of your pet during their stay.

When Your Pet is Ready to Leave the Hospital

Once your doctor feels that your pet is well enough to be sent home, a member of our team will contact you in order to:

- Briefly review the discharge instructions and discuss any rechecks that may need to occur
- Discuss your pet's medication
- Schedule a discharge appointment

Please be prepared to spend up to one hour during the discharge process for your pet. It is important that enough time is available to review important information regarding your pet's care and that you have time to ask any questions.

The Discharge Process

When you arrive for your discharge appointment, and prior to meeting with a member of your pet's medical team, the Client Service Representative will finalize and take payment on your pet's hospitalized invoice. Our discharge technician will then meet with you to discuss your pet's medical discharge. You will receive any necessary medications for your pet and instructions for administering. The discharge technician will review the current treatment plan and discuss home and follow up care with you. A lot of information is conveyed during this conversation and in order to reduce distractions, we prefer this conversation without your pet in the room. This gives us the opportunity to focus on answering your questions, but also allows you to (later) have some dedicated time for reuniting with your pet. Once you feel comfortable with the at home instructions the technician will leave to retrieve your pet. Our policy is to remove all bandages related to IV catheters or blood draws from your pet prior to leaving the hospital; however, in some cases, it may be necessary to leave a bandage on until they get home. The discharge technician will instruct you on removal of the bandage.