



PHONE CALLS, VISITS, DISCHARGES

Mass-RI Veterinary E.R. is an emergency hospital. Our veterinarians and technicians work hard to care for each and every patient. Our first priority is the patient, therefore, it is sometimes difficult to take phone calls or have multiple clients visiting at the same time. The following are hospital policies for phone calls, visitations, and discharges. Please keep in mind that these policies are in effect to help optimize the veterinarian's and technician's time with each patient.

1. **Limit calls to twice daily.** We request that each family select one primary contact person. Please list your contact person below. The veterinarian will speak with the contact person once daily in order to give an update. We ask for your understanding and patience if the veterinarian is unable to speak with you at the time of your call.
****Please note:** The veterinarian will call the contact person immediately if there are any changes in your pet's condition.

****KINDLY DO NOT CALL FOR UPDATES UNTIL AFTER 11:00 AM**

2. **Limit visits to once daily.** Visitations are allowed between 11 am and 10 pm. We do ask that you call before your visit. Limit visits to 20 minutes. Remember, most animals that are hospitalized require intravenous fluids and/or medications and extended visits prevent patients from receiving treatments in a timely manner.

3. **Discharges must be scheduled by a veterinarian or a technician.** We do not recommend walk-ins to pick up your pet, as you may have to wait a period of time.

Thank you for your understanding and patience. We appreciate all the efforts that our clients make to help us give their pet the best care possible.

Primary Contact Person: _____

Primary Contact Phone Number: _____
(This will be the emergency contact number)

Secondary Contact Phone Number: _____

Please sign below if fully understand and accept the above policies.

Signature: _____ Date: _____