

# What happens when my animal is an inpatient at New Era Veterinary Hospital?



## What does "in-patient" mean?

If your pet is unwell and requires either surgical or medical treatment (that cannot be administered at home), then your vet will discuss admitting your pet to the hospital. New Era is the ONLY accredited Veterinary Hospital in the Channel Islands and therefore your pet will receive the highest level of care available (details of this care will be explained later in this handout). We realise this is a worrying time for owners and we are committed to making sure that we do everything we can to ensure your pet is treated in a caring, professional and dedicated manner.

## What will happen when my pet is admitted to the hospital?

Your vet or nurse will go through an admission procedure and fill out a form with you. This is important to make sure we have all your details to hand including:

- Name
- Address
- Telephone Numbers
- Animal details
- E-mail address
- Details of insurance
- Details of medications already on or receiving

Also this form will state what procedures, investigations or treatment your pet will be receiving as far as can be determined at that stage. What the tests involve will be discussed (for example if sedation or general anaesthetic will be required) and an estimate of costs will be provided. Please note that this estimate will only be for what is discussed at that time. There is a check list to go through to make sure you understand and are happy with all of the above.

At this point you will sign the admission form and the vet will note your pet's personal belongings admitted with them e.g. cat box or collars/leads/harnesses etc that your pet is coming in with. We ask you do NOT provide your animals with your own bedding as it is an infection risk and we cannot guarantee its safe return. We have plenty of clean and comfy bedding for them so please don't worry.

## What happens next?

Your pet will be taken into the hospital and will either start investigations/treatment straight away if required, or will be taken to their own individual kennel after assessing what immediate medication/pain relief they require. At New Era Veterinary Hospital we have dedicated, species specific wards so; this means that dogs, cats, rabbits, small rodents and reptiles are never housed in the same environment. As you can imagine, putting a rabbit next door to a cat would be extremely stressful for that creature.

We have a variety of different kennel sizes to cater for all the different sizes of animals from giant breed dogs to the smallest mouse! There are also isolation kennels so that if animals have infectious diseases, they are not spread to other animals in the hospital who are also unwell. Additional features of our kennels include:

- Heating facilities
- Comfortable bedding (including special spinal beds if required)
- Surfaces to allow regular cleaning and disinfection
- Hiding places for cats or prey species
- Litter trays where appropriate
- Fresh water and food as appropriate

## **What level of care will my pet receive in the hospital?**

New Era Veterinary Hospital is the only practice on the island where your pet will receive 24 hour supervision and care, with at least one registered veterinary nurse being on the premises 24 hours a day, 365 days a year. This means that no matter what time of day or night your animal will be monitored, treated and cared for by our vets and qualified nurses.

Your pet will have a specific vet in charge of their treatment, and if they are not on the premises the duty vet and nursing team will be looking after the in-patients overnight. This allows medication to be given at any time that the patient requires it day or night as some treatments require overnight dosing. There are morning and evening rounds with the specific ward nursing and veterinary team to make sure all cases are handed over fully so that plans for treatment are followed to the letter. In-patients are regularly assessed including:

- At least 2 full checks/examinations in both the morning and evening by the case vet or duty vet.
- In the day two (and at night one) dedicated and fully qualified ward nurse/s monitoring inpatients.
- Animals will be checked a minimum of every 2 hours, but for very sick patients this can be constant monitoring.
- Making sure medication is administered and recorded on individual kennel sheets.
- Maintaining intra-venous drips/feeding tubes/urinary catheters as appropriate.
- Cleaning and removing soiled bedding.
- For dogs regularly taking them outside to allow for urination and defecation.
- Physiotherapy/K Laser therapy to speed recovery for debilitated patients or those undergoing orthopaedic surgery.
- TLC and environmental enrichment (grooming and playing with cats, stroking dogs and talking to them, hiding places in kennels for cats/exotics etc.).
- Regular and accurate pain scoring of patients to allow for individuals to have the pain relief they specifically require.

We use many different types of painkillers like Opioids (like Morphine and Codeine), Intra-venous infusions, Paracetamol, Non-steroidal anti-inflammatories (animal versions of drugs like Ibuprofen) and local anaesthetics. We consider pain relief in all species to be hugely important to speed recoveries.

## **Will I be allowed to visit my pet in the hospital?**

Your vet (or the duty vet in the morning) will normally contact you twice daily to keep you updated as to the progress of your pet in the hospital. Further investigations and treatment will be talked about, and it is also important that you are kept aware of the costs of ongoing care.

Apart from critically ill patients requiring constant monitoring and care, we will of course arrange times for visiting should you so wish to do so. This will be arranged usually via the ward nurse at a time which is mutually convenient. This can be a little more difficult at weekends when we are running with fewer vets and nurses, but none the less we will do everything we can to make sure you see your beloved pet in the hospital. We will always consider the animal's needs first when deciding about visiting, as some patients can be upset after visits as they want to go home. In many cases animals are insured, but please do not be afraid to ask what your account is at as we will endeavour to keep you fully apprised of the costs of treatment.

## **What happens when my pet is ready to go home?**

We all endeavour to re-unite pets with owners as soon as patients are stable enough to go home, but sometimes animals do have to stay for extended periods of time with serious injuries. However your vet will discuss with you each day the ongoing plan and, when your pet is sufficiently well enough to go home, a time to come and collect them. Medications will be discussed on the phone if being prescribed and a recommendation for a re-examination in most cases suggested. When you arrive to collect your pet a ward nurse will go through all the instructions as regards medications, feeding, exercise and re-examination times. A Discharge Form will be provided for you to take home reiterating all of this important information for you.

Also at this point the ward nurse will take you to reception to take payments or arrange the insurance claim.

If you have any problems after your pet goes home don't hesitate to call us on 01534 730521 or 07797 711585 out of hours.