



VCA Sacramento Veterinary Referral Center  
9801 Old Winery Place  
Sacramento, CA 95827  
Main Line: 916.362.3111  
Fax: 916.362.0190

**Thank you for entrusting us with your pet's care. A team effort between you, the doctor, and our support team will ensure your pet receives excellent care. Below is general information about some of the routines at our hospital. Please do not hesitate to bring any questions or concerns to our attention.**

### **Visiting Your Hospitalized Pet**

- Visiting hours are 12 PM – 2PM & 7PM – 9PM on weekdays and 12PM – 2PM on weekends and holidays. If none of these times are satisfactory, please contact your SVRC doctor and/or hospital management to make other arrangements.
- Children must be accompanied by an adult and supervised at all times. Children under 12 years of age are not allowed in ICU.
- For a complete list of visitation guidelines, please download a copy of our Visitation Guide from our hospital website or call us at 916-362-3111.

### **Personal Belongings**

- You are welcome to bring personal items from home to comfort your pet during their hospital stay. However, these belongings may not be returned if they are misplaced during cleaning. Please do not leave anything valuable or irreplaceable at our hospital, such as expensive leashes or collars.

### **Telephone Communication**

- **Morning Communication:** We will contact you by noon everyday. Doctors are in patient rounds from 7:30 am-9 am every morning and will not be available to speak to you during these times. Patient rounds allow our doctors to discuss your pet's status and treatment plan with one another.
- A doctor will also call you at any time your pet's condition makes a major change. If you call after hours a Veterinary Assistant will only be able to provide you with your pet's general status. If there is an urgent change then the overnight doctor will attempt to contact you.
- **Point Person:** Open and clear communication between you and our team is very important. To prevent miscommunication, we prefer to speak with ONE person (preferably the owner) about the care of your pet. Please designate a contact person and indicate that person's phone number(s) where he/she can be reached.

### **Insurance Claims**

- Please note that we will gladly assist you in completing any insurance forms. All insurance claims are completed **AFTER** treatment.
- We will be happy to work with you and Trupanion to allow pre-approval of a claim to be paid directly when applicable.

## The Cost of Care

- **Treatment Plan/Estimate:** You will be provided a treatment plan/estimate to cover the first part of your pet's stay in our hospital. If your pet's condition changes and requires additional tests or treatments not covered under the initial estimate, you will be contacted as soon as possible unless steps are considered necessary for life saving measures.
- **Daily Financial Updates:** We recognize that having a sick or injured pet is costly and we want to keep you abreast of these charges. After a doctor has provided you with a medical update, you will then receive a call from a Financial Coordinator who will update you on your charges to date as of 10am that morning of the call. They will also go over a new treatment plan and associated cost if we are approaching your estimate and your pet is not ready to go home prior to exceeding your estimate. If an updated estimate is presented, a 50% deposit of the new estimate will be taken at that time.
- **Payment Plans:** We offer payment plans through CareCredit. We do not offer payment plans through our hospital. If you are interested in a payment plan through CareCredit, a financial lender, please speak to one of our team members about completing an application for CareCredit.

## Family Veterinarian

- **Family Veterinarian:** Your regular veterinarian will be provided with a full update of your pet's treatments, diagnostic results, and condition either by a written summary of the case or phone call.

## Discharge Times

- **Discharge scheduling:** We schedule discharge times for you to pick up your pet so our doctors know what time to have all discharge instructions and medications ready to go home. We also offer scheduled discharge times to allow time for the veterinary assistant or technician that has been taking care of your pet to be available at that assigned time to explain all discharge instruction necessary. Your time is valuable and we want to reunite you with your pet as efficiently as possible. Discharges are scheduled for 15-minute time slots.
- These designated appointment times are as follows:  
ICU Department: 10am-11am, 12:30pm-2:30pm, and 4-7pm  
ICW Department: 7-9am, 10:30am-12:30pm and 6-8pm.
- If you need a time other than the above, please arrange with your attending doctor.