

Pittsburgh Veterinary Specialty & Emergency Center

807 Camp Horne Road
Pittsburgh, PA 15237
Phone: 412-366-3400 Fax: 412-366-3489



We are committed to providing the best possible care to you and your pet while at PVSEC. Your pet's health and comfort is our utmost priority and we are focused on meeting the needs of all our clientele. The sections below will explain some of what to expect during an appointment or hospital stay.

As our Client, you have the right to...

Receive considerate, respectful, quality care.

- ❖ A primary doctor will be responsible for the care of your pet at all times. Your pet will be supervised by a doctor and/or technicians on the premises 24 hours a day, even if the primary doctor overseeing your pet's care is not in the building. Overnight doctors will supervise your pet's overnight care and work with your primary doctor to address any changes in your pet's condition.
- ❖ Continuity of care will occur even if the primary doctor changes. **Doctor and technician patient rounds are scheduled between 6:00-8:30 AM/PM.** These rounds ensure the information about your pet is not only recorded in the medical record, but is also verbally reviewed. **Your doctor will be in contact daily with an update as soon as he/she is able, typically between 11am and 4pm.**
- ❖ Pet visitation occurs daily during prearranged hours. We will make every attempt to arrange for you to visit your pet in a private room once daily, if he/she does not require oxygen therapy and/or continuous monitoring. Private room visitations are limited to 15 - 30 minutes. If your pet's condition does not allow for a private room visit, you may visit him/her in the Ward. Ward visits are limited to 5 to 15 minutes. Both private and Ward visits are dependent on room availability, hospitalized patients' needs, and the incoming emergent patients' needs.

Visitations are not permitted between the hours of 6:00-8:30 AM/PM to ensure that all employees are present and contribute to patient rounds. Please limit technician update calls to one per 12 hour shift.

- Emergency and Critical Care shifts run from 7:00 to 7:00 morning and evening, Specialty practices run from 8:30a to 5:30p Monday through Sat.
- During our busier times, you may not be able to visit till after 10am. Unless otherwise arranged, the doctor may not be available to discuss the case with you while you are visiting.
- For your safety and to help prevent the spread of infectious diseases, please refrain from touching other animals while visiting.

Obtain information about your pet's treatment and healthcare team.

- ❖ We realize it is difficult to wait for information regarding your pet. Rest assured that "no news is good news" and that we will call immediately in the event of an emergency or change in status requiring significant medical decisions.
- ❖ You may call in to obtain patient information from a technician at any time with the exception of **6:00-8:30AM/PM due to rounds**. Updates are only provided by technicians in the morning to allow attending doctors to perform patient physical exams, review patient records, update treatment orders

and schedule procedures. Please understand that technicians are not able to discuss test results or diagnosis with you. **Please limit technician update calls to one per 12 hour shift.**

- ❖ Your pet's doctor will contact you once daily to provide updates and address any questions. The doctor may contact you after normal business hours to allow patient assessment, completion of patient care, or receipt of results prior to calling with an update. Note: All calls are recorded for quality assurance and training purposes.
- ❖ Diagnostic testing and treatment plans can be complicated and time sensitive. **To help expedite communication, please designate one family member as a primary contact person to receive patient updates, communicate updates to the rest of your family and authorize treatment and diagnostics for your pet.** Please leave all necessary phone numbers with the customer service representatives.

Make decisions about your pet's care.

- ❖ When your pet is admitted to the hospital, an anticipated cost of care will be provided. During the stay, a charge nurse will provide continued estimate of costs for recommended care with daily financial updates every 24-48 hours.
- ❖ When your pet is ready to leave the hospital, the doctor, technician, or customer service representative will contact you to set up a discharge time. This is an appointment for you to pick up your pet, and is designed to provide time to go over discharge instructions and medications, as well as to answer any questions you may have. Please note that, while the doctors would prefer to discuss all discharges in person, in most cases a trained technician or customer service representative will review discharge information with you. This allows us to serve a greater number of patients, minimize waiting times, and focus our attention on medical care. We appreciate your understanding of this situation. If you have additional questions or concerns after reviewing discharge information, please inform us so we can address them. If you need to speak directly to a doctor, please inform us and the doctor can either speak to you in person, or call you when they become available.

Be comfortable and safe.

- ❖ To help allow for a comfortable transition in care, we strongly recommend that you bring your pet's food and medication(s) to ALL appointments or hospital stays. This minimizes charges for medications while hospitalized, allows for verification of dosages, and minimizes complications due to changes in diet. Recommendations and adjustments can then be made by the attending doctor.
- ❖ It is also suggested that any personal items be left at home. For example, blankets, towels, toys, collars and leashes. Due to the active flow of the hospital, items may accidentally disappear in the laundry and/or cage transitions and we cannot guarantee their return. Therefore you may be asked to sign a waiver. Be assured that the hospital provides towels and blankets for all patients.