

Dear Client,

Your pet has been admitted today to the Al Barsha Veterinary Clinic for surgery, diagnostic examination, observation or intensive care. To provide him with the best care we would like you to take the following into consideration:

• **When to call to check on your pet:**

- Please contact us between 5 - 6 pm to inquire about your pet's well being.
- We will at this moment inform you on possible collection time, health related issues and test & diagnostic results acquired.
- Normal pick up time is between 6 - 7 pm. The Veterinary Nurse will hand over your pet and inform you on medication and post-surgical care.
- Our veterinarians are in consultations during these hours, however, if you have any questions left or would like to consult Caroline Lamb, Veterinarian, express this to the nurse and you will be called back or, if possible, directly attended too.

• **Additional Treatments may be necessary:**

- If during your pet's stay in our clinic certain decisions need to be made due to surgical procedures or test-results we will try to contact you by phone.
- In the event we are not able to contact you and decisions are urgent, Caroline Lamb, Veterinarian, will make t decision on your behalf. Additional costs incurred will be charged to your account.

• **Delays during Emergency Cases:**

- Sometimes emergency cases will need immediate attending and might cause the treatment of your pet to be delayed till later in the day. We trust in your understanding of this delay.

• **Final Payment:**

- All costs incurred during your pet's stay in our clinic will require direct payment via Cash, Mastercard , Visacard or Visa Electron upon collection. We do not accept American Express or personal cheques.

Thank you for trusting us with the care for your pet in our clinic,

Regards,

The Staff of Al Barsha Veterinary Clinic