



WHAT TO EXPECT AT VRC DURING COVID-19

SURGERY

COMMUNICATION:

We are currently doing all communication over the phone, meaning our call volume has dramatically increased. Please call for updates **no more** than once daily. We will call with any changes to your pet's status. No news is good news.

ARRIVAL:

When you arrive to drop your pet off between 6:30 - 8:00am, please park in a numbered spot and call our front desk for admit. A nurse will come out and confirm feeding/medication times, answer any final questions you may have, and take your pet into the hospital.

SURGERY TIMES:

We are unable to predict the order in which surgeries are performed or what time your pet will have surgery. Due to emergency cases the order and timing often change. The front desk staff is not made aware of any surgery times. Your pet's surgeon will call you after surgery. No news is good news.

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WHAT TO EXPECT DURING COVID-19 SURGERY

POST-OP:

Please follow your surgeon's instructions for rest in the post-op period. Failure to do so may increase the risk of complications.

DISCHARGE:

Your pet's progress and estimated discharge date will be communicated during his or her stay here. Once your pet is ready to go home, please schedule a discharge time with our front desk.

After arriving, please once again park in a numbered parking spot and call the hospital. You will be checked out via phone or tablet; therefore credit cards or pay pal are the preferred methods of payment at this time.

A discharge nurse will call to go over discharges with you, and then bring your pet out with any medications he or she may need.



Open 24/7, 365 days a year

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