

Pre-Operative Instructions

24-48 hours prior to your appointment, a member of the Tails Clinic team will contact you with instructions at the telephone number you provided. During this call, they will go over all pre-operative instructions and answer any questions or concerns that you may have.

Your pet should receive **NO food or treats** after midnight the evening prior to their surgery appointment. You may continue to provide fresh water for your pet.

Pets who take medications should **NOT** take any medications after midnight the day prior to their surgery. If your pet takes a medication each morning, please skip the medication on the day of the appointment.

Drop Off and Pick Up Information

Dogs

Your dog must be brought to the appointment wearing a leash and collar.

Drop Off: The drop off time for dogs is between 7:15am and 8:00am. You will be given a time to drop off your pet during your 24/48 hour confirmation call by a member of our team.

Arrival: When you arrive to your appointment, please pull to the curb and stay in your vehicle. A member of our clinic team will come to you to begin the check-in process. You will then be given paperwork to complete and any further instructions from a member of our team.

Pick Up: The pick up time for dogs is between 2:30 pm and 3:30 pm. Please pull up to the curb and a member of our team will come to your car to complete the pick up process.

Payment: Payment for services provided is due at time of pick up. We accept cash or credit card. Please note, we do accept Care Credit.

Cats: Your cat must be transported to the appointment in a secure carrier or crate.

Drop Off: The drop off time is between 8:10am and 9:00am. You will be given a time to drop off your pet during your 24/48 hour confirmation call by a member of our team.

Arrival: When you arrive to your appointment, please pull to the curb and stay in your vehicle. A member of our clinic team will come to you to begin the check-in process. You will then be given paperwork and further instructions.

Pick Up: The pick up time for cats is between 3:30 pm and 4:30 pm. Please pull up to the curb and a member of our team will come to your car to complete the pick up process.

Payment: Payment for services provided is due at time of pick up. We accept cash or credit card. Please note, we do accept Care Credit.