

Tails Humane Society Clinic Appointment FAQ

Q: Will I be given instructions for my pet following surgery?

A: Yes. A member of our clinic team will present you with a paper copy of our post-operative instructions and go over those instructions with you at pick up.

Q: Will my pet be given pain medication for after their surgery?

A: Yes. You will be sent home with 5 doses of pain medication. A member of our team will go over instructions and they will be written on the prescription label as well.

Q: Are current rabies vaccines required for surgery?

A: Yes. A current rabies vaccine is required prior to surgery. If your pet is unvaccinated, our vet will vaccinate them during their surgery appointment. If your pet is already vaccinated, please bring proof of their current rabies vaccination to your appointment. If your pet receives a vaccine during their appointment and you are a DeKalb County resident, you will be issued a registration / rabies tag at current cost. We are unable to provide tags for other counties at this time. If your pet is already vaccinated, please bring proof of their current rabies vaccination to your appointment.

Q: Is it true that cats need a rabies vaccine or registration tag in DeKalb County?

A: Yes. In DeKalb County, all cats must be rabies vaccinated and registered with the county.

Q: My pet has been sneezing or coughing, has diarrhea, or is underweight. Can they keep their appointment?

A: No. Our vet will examine your pet prior to surgery. If your pet is not healthy enough for surgery, we will need to reschedule your appointment.

Q: Will I need to have my pet's sutures (stitches) removed?

A: No. Unless you were otherwise told, your pet's sutures do not need to be removed. We use internal dissolvable sutures and external surgical glue.

Q: I think my pet's surgery site looks different or is infected. What should I do?

A: Please contact your primary veterinarian immediately if you notice any unusual bleeding, redness or swelling.

Q: Are there any extra charges involved with my pet's appointment?

A: Prior to your pet's appointment, you will be given registration paperwork to review. This paperwork will also include a section that contains extra add on services like vaccines, nail trimming etc. You may choose which add on services you would like to add. If during your appointment and routine exam, our vet discovers or deems any other services necessary (i.e. treatment for visible fleas or ear mites, removal of retained primary teeth, hernia correction, pyometria, cryptorchid etc.) we will make an effort to contact you and give you an updated itemized bill of charges prior to your pick up appointment.

Q: What forms of payment do you accept?

A: We accept both cash and credit card. Please note that we DO NOT accept Care Credit.

Q: I have more than one pet that requires an appointment. How many pets may I schedule for surgical services?

A: In order to be fair to everyone, we have limited our appointments to include a current limit of 4 pets per owner, per day. If you have more than 4 pets requiring an appointment, you will need to schedule them on separate days.

Q: Can I have my pet's core vaccines updated or their nails trimmed during their appointment?

A: Yes. You will be given paperwork by a member of our team at drop off that will include additional add on services. Please be sure to check off or authorize any additional services for your pet that you are interested in during your drop off appointment.