



Tails Humane Society Clinic Appointment FAQ

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

A: Yes. You will receive a paper copy of our postoperative 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 pain medication for three days. A member of our team will go over instructions and they will be written on the prescription label as well.

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

A: No. 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: 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, pyometra, 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 checks or 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 3 pets per owner, per day. If you have more than 3 pets requiring an appointment, you will need to schedule them on separate days.

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

A: Tails Humane Society will treat, at our clinic, at no or minimal charge, any post-operative complications resulting directly from the surgery, if the above post-operative instructions are followed in full but **Tails does not provide after-hours emergency care**. If you feel that you have followed the post-operative instructions and that your pet needs to be seen by one of our veterinarians because of concerns you have directly related to the surgery, call (815) 758-2457 ext. 102. Your regular veterinarian must address illnesses or injuries that are not a direct result of surgery. Please call for an appointment as soon as you see cause for concern. We cannot be held responsible for complications resulting from failure to follow post-operative instructions, or for contagious diseases for which the animal was not previously properly vaccinated.

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.