



## New York Veterinary Specialty and Emergency Center

2233 Broadhollow Road, Farmingdale, NY 11735

www.nyvsc.com vets@nyvsc.com

### Quality Medicine with a Caring Attitude

#### So your pet is going to be staying with us

Here is some information to help guide you through your pet's stay with us. We understand that this can be a stressful time for you both emotionally and financially so we hope this will clarify a few things.

#### Our Contact Information

**Phone:** 631-694-3400  
**Fax:** 631-694-3401  
**Email:** vets@nyvsc.com (doctors)  
**Email:** office@nyvsc.com  
**Website:** www.nyvsc.com

#### Our Hours

**We are here 24 hours a day 7 days a week.**

Call during weekdays to set an appointment with one of our specialists.

**Non-Emergency Admission Hours** 8:00AM –9:00AM

You may drop-off earlier or even the night before at no additional cost.

**Visiting Hours** 4:00PM–7:00PM

*Orthopedic surgery patients may not have visitors for the first 24 hours.*

Any visits outside of these hours are at the discretion of the doctor on duty

**Discharge Hours** 3:00PM–6:00PM

Pick-ups outside of these hours are possible but may take longer, please call.

**Shift Changes** 8:00AM & 8:00PM

Doctors and technicians are in "rounds" discussing all hospitalized patients.

This can take up to an hour.

Emergencies will of course be seen at any time but all other visits and calls should be avoided during these times. If you must come in at this time please let us know and anticipate a longer wait time.

#### Communication

- **Calling to check up on your pet.** You can call any time day or night but if you are calling in the morning to check on a pet that was here over night you should call after 10:00AM
- We will only discuss your pet's records or care with an authorized person. If you are granting permission for us to discuss care with a person not listed in our records, you must tell us who and for how long we can do so.
- If there is more than one person responsible for care please contact us together so that information can be consistent and decrease the chances of miscommunication.

#### Finances

- At the time you Admit your pet you will be required to leave a deposit of 75% of the low end of the estimate.
- If your pet stays longer or requires additional care that is not on the original estimate you will need to come in to sign a new estimate. At that time you will need to pay for services performed up to that time plus leave another deposit of 75% of the **low** end of the new estimate.
- **Payment is due in full at discharge.**  
When you pick up your pet you are required to pay the balance in full. There are no payment plans available other than applying for CareCredit.



When you leave your pet  
with us you can leave:

- Any medications they are currently taking.
- Filled out Admittance Forms
- Special food or treats (optional)

We recommend that you **NOT** leave any leashes, collars, carriers or any other personal items as we cannot guarantee their safe return.

We will place an ID band on your pet in place of their collar at the time of admission.

