

Thank you for choosing The KAAWS Clinic

WHAT TO EXPECT FOR SURGERY:

1. **Check in time is 7:00 a.m. - 8:30 a.m.**
 - a. No surgery patient will be accepted after 8:30 a.m. If a patient arrives for surgery after check in, your deposit will be subject to forfeiture and/or you will be required to reschedule.
 - b. You will check in at the front desk and wait to be seen by a technician. Depending on the surgery volume on that day you may have to wait an extended period. To reduce this time please have all necessary paperwork with you upon arrival. (If you are working with a rescue group, ask the group for a copy of necessary forms). All patients are seen on a first-come, first-served basis and we cannot accommodate drop-offs.
 - c. Approval of all services will be approved and signed off on at the time of check in by a representative 18 years of age or older after all options have been reviewed with our veterinary team.
2. **Signs of illness:**
 - a. Any patient showing signs of illness will be refused for surgery until treated by a licensed veterinarian. Proof of treatment will be required before surgery can be rescheduled.
 - b. This applies to patients who are currently on antibiotics; surgery may be refused until antibiotics are completed. We may recommend postponing surgery up to two weeks following diagnosis and treatment of conditions. If you have a pet with illness, please contact us with any questions.
3. **Behavioral issues:**
 - a. Patients that are unable to be handled due to aggression will not be accepted for surgery and will be referred to a full-service facility/behaviorist for all services.
 - b. If you have questions or concerns regarding your pet's behavior, please call to discuss with our team.
 - c. Failure to follow mandatory instructions may result in the loss of your deposit and require rescheduling of your appointment.
4. **Pick up:**
 - a. You will receive a text or call when your pet is out of recovery and given a more specific time to be discharged. We cannot guarantee a specific pick-up time.
 - b. Please arrive to pick up your pet before 5:30. Our clinic closes at 6:00 p.m. and our technicians will need approximately 10-15 minutes to review post-operative instructions.
 - c. Patients are not allowed to remain overnight. If for any reason you do not pick your pet(s) up by 5:30 p.m., late fees will apply for each pet.

MANDATORY ITEMS TO BRING SURGERY DAY:

1. **Rabies Certificate:**
 - a. If we do not already have a current proof of rabies vaccination, a rabies certificate is required (a rabies tag is not an acceptable proof of rabies vaccine).
 - b. If proof of rabies is not provided at check in, a rabies vaccine will be administered to your pet at your expense. If you would like to have your veterinarian fax records to us, our fax number is (281) 200-2328. It is the responsibility of the client to ensure that records are sent.
2. **Vaccination History:**
 - a. If you have prior vaccine records or pertinent information for your pet from a previous veterinarian, please email it to our clinic at least 24 hours prior to your appointment. If you are unable to email it to us, please bring it with you the morning of your appointment.
3. **Leash/Carrier**
 - a. All dogs must be on a leash. If you do not have a leash, our clinic has simple leads available for purchase before check in.
 - b. Cats must be in their own, individual carriers - CARRIERS MUST BE IN WORKING CONDITION. If you do not have a carrier or need additional carriers, our clinic has simple carriers available for purchase before check in.
 - c. All feral cats must be in a humane trap - these patients will be refused for surgery if brought in any item other than a humane trap. Transferring a fractious/feral cat in the clinic from a carrier to a trap will not be allowed
 - d. In the best interest of all feral cats brought in for surgery, they will have their left ear tipped while sedated.

MANDATORY INSTRUCTIONS TO FOLLOW:

1. All anesthetic appointments require a deposit when scheduling.
 - a. We accept Visa, MasterCard, Discover, debit cards, and cash only.
 - b. Should you need to reschedule or cancel your appointment, 24 hours' advanced notice is required. If proper notice is not given, a "No Show/Sufficient Notice Not Given Fee" may apply.
2. **Withhold all food from your pet before surgery starting at 10:00 p.m. the previous evening.** Water is allowed. Do not feed anything, including treats the morning of surgery. If food is given to patient before surgery, deposit will be subject to forfeiture.
3. Do not use over the counter (bought from grocery/feed store, etc.) flea/tick products on patients 2 weeks before the day of surgery (except for Fipronil). This includes dips, powders, flea collars, and/or topical ointments.
4. Patients should continue to receive medication prescribed by a licensed veterinarian, including heartworm prevention as normal.
5. Preanesthetic blood work is required for all geriatric (7 years and older) patients and is recommended for all patients.
 - a. This allows us to evaluate the patients' ability to process the anesthetic drugs.
 - b. If you choose to have blood work performed prior to your pet's anesthetic procedure, please call to schedule an appointment.
6. If your pet has recently had puppies/kittens, she should have completed nursing her babies for two weeks prior to surgery. The babies should be between 6 and 8 weeks of age and eating and drinking on their own prior to spaying the mother. If they are still attempting to nurse, even minimally, surgery will be postponed.