



3131 N. Clybourn Avenue, Chicago, IL 60618

P: 773.549.3131

F: 800.549.3114

info@roscoevillageanimalhospital.com

What You Need to Know before Dropping Off Your Pet

Deposit: An itemized estimate will be provided to you at the time of drop off. We have also attached the estimate for you to review. 50% of the estimated cost will be required at time of drop off and the remaining balance due when you pick up your pet.

Drop Off Time: Please drop off your pet between 7:30am and 8:30am. Admitting your pet early in the day ensures adequate time for preparation. Please allow 10-15 minutes to check in. When you arrive, a Client Care Coordinator will have you sign a release form and leave a contact number and a Veterinary Technician will go over pertinent medical information with you.

Fasting: Do not give your pet any food or treats after 12:00am (midnight) the night before the procedure. Access to water is allowed.

Drug Fasting: Do give your pet's medications as directed unless instructed otherwise by your veterinarian.

Procedure Time: Though we would like to give a particular time when your pet's procedure will be performed, we cannot guarantee an exact time due to unforeseen circumstances that may arise throughout the day. ***A member of our staff will text you when the procedure is about to begin.**

Communication: You will receive a call from your veterinarian or surgical staff following the procedure with an update and to arrange a time for pick up.

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Phone Updates: You are welcome to call anytime during our normal business hours for an update on your pet. Depending on availability, you may speak either with a client care coordinator, a technician, an assistant, or a veterinarian.

Discharge: The veterinarian or staff member will contact you to let you know when your pet will be ready to go home and arrange a time for pick up. The pick up time may be as late as 6:30pm. Please allow 15 minutes for discharge. Upon arrival, a technician go over the discharge instructions and answer any questions that you may have.

Health Concerns: If your pet seems ill the day of the procedure or prior to, please phone the hospital as soon as possible, so we may set up an exam, and reschedule the procedure, if needed.

Hospital Hours: Outside of our office hours, our hospital is un-staffed. No staff members are here to attend to patients overnight (pets needing special care may be referred to a 24 hour hospital).

Staffed hospital hours are from:

7am-7pm M-F, 8am-4pm Saturday, 9am-3pm Sunday

If you decide to transfer your pet for overnight care at a 24-hour hospital, there are two available in the area.

1. Premier Veterinary Group
3927 W Belmont Ave, Chicago, IL 60618 - 773-516-5800
2. MedVet
3123 N Clybourn Ave, Chicago, IL 60618 - 773-281-7110

If you have any questions or concerns, please call Roscoe Village Animal Hospital at 773-549-3131. Thank you and we look forward to seeing you and your pet.

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