

Welcome to Cranberry Veterinary Hospital

Like us on Facebook: <https://www.facebook.com/cranberryvet/>

This letter will acquaint you with our office policies and procedures. We strive for a mutually respectful and thriving partnership with your family, with a common ultimate goal: your pet's health and well-being.

We are a privately-owned small business offering comprehensive primary care to dogs and cats from birth throughout their senior years. Our doctors and staff work as a team, with a unified philosophy regarding medical, dental, and surgical practice. We consult with each other on a regular basis and want you to feel comfortable with each of us. Your pet will always receive *pawsitively* quality care with compassion!

1. Office Hours

Monday–Thursday: 9am to 8pm (Scheduled procedures, such as surgeries and testing, are to be admitted between 8:30am-9am)

Friday: 9am to 5pm (Scheduled procedures, such as surgeries and testing, are to be admitted between 8:20am-8:50am)

Saturday: 9am to 3 pm

Sunday: CLOSED

2. Appointments

Patients are seen by appointment. If you arrive without an appointment, we will do our best to schedule your pet for the next available appointment. To avoid having to return later, please call our office to make an appointment prior to coming in.

Please inform the person who is scheduling your appointment what you would like to discuss at your visit so that adequate time is allotted.

We recommend yearly preventative exams and lab work for our patients. Patients of all ages with chronic health concerns and/or requiring daily medication regular refills (allergies, diabetes, thyroid disorders, etc.) may be required to follow up as instructed by your doctor, usually every 3-6 months.

In the event of an emergency:

In many instances, we are able to accommodate urgent or emergent cases. In the event that our doctors deem a case critical, where 24-hour care may be necessary or if they feel that a specialist may be required, they will refer to our nearest emergency/specialty clinic.

Please contact: PVSEC (412) 366-3400
807 Camp Horne Rd.
Pittsburgh, PA 15237
OR
AVETS (412) 373-4200
4224 Northern Pike
Monroeville, PA 15146

3. Procedures

In the event that your pet needs a surgical procedure or in hospital testing for the day, you will be asked to fill out our **Consent for Treatment/Procedure** form. This form is to go over exactly what your pet is having performed and give us permission to perform the services that have been recommended by your pets' doctor. If there is information missing, such as an additional procedure, please write it on the form and let a team member know. In this form, we will ask you if you would like us to perform CPR in the event of a cardiac emergency. **This DOES NOT mean it WILL happen to your pet.** It is simply a precaution that we ask **ALL** of our clients. This form also gives us permission to perform bloodwork prior to the procedure, assuring us, and you, that your pets kidneys and liver are healthy enough for anesthesia. If you have any further questions about our consent for treatment form, please ask one of our team members before you sign.

If your pet is staying with us for the day, please provide the best method of contact at which you can be reached **immediately** in case the doctor has questions and for updates on your pet.

4. Appointment Reminders

As a courtesy, we will send text and email reminders for appointments that are scheduled. It is your responsibility to come at your scheduled appointment time or to call and cancel 24 hours in advance. Please keep us informed of any changes to your contact information. Anyone who does not show for their scheduled appointment will incur a **\$40 no show fee.**

5. Late Arrivals

If you are running late to an appointment due to unforeseen circumstances, we ask that you please call our office to let us know that you're on your way so that the doctors can continue to see patients in a timely manner. Please be aware that notifying us of a late arrival does not guarantee you will be seen close to your scheduled appointment time and may result in a longer wait.

6. Prescription Refills

Please allow 24-48 hours for any medication refills through our hospital. We will not authorize prescriptions over the phone with outside pharmacies. Please have any prescription refill emailed or faxed to our hospital.

7. Up to Date Contact Information

Please remember to provide us with up to date contact information each time you come into the hospital so that we can contact you with scheduling issues and test results.

8. Medical Records

We will email records, at your request, at no charge.

9. Facebook/Social Media

Our social media pages are meant to be informative, kept at a light tone, and to entertain. We try to provide reliable online resources about conditions relating to dogs and cats, development and behavior, immunizations, nutrition, and pet ownership in general. We strive to stay up to date with the most current evidence-based medical research, and to communicate timely specific facts about our practice, such as information about common illnesses and community outbreaks. We do appreciate all of your “likes” and thrive on them, since it is often the only feedback we receive. Everyone is welcome to leave comments and to make suggestions about content. All comments are public and can be viewed by all users visiting our site. Though differences of opinion may eventually arise, we ask that you avoid confrontation with us or other families on social media. We reserve the right to sever our relationship in the instance of negative actions on our social media pages, at that time we will forward any records of your pets to a clinic of your choice.

We do not answer specific medical questions, accept prescription refills, or offer treatment recommendations on our social media pages.

10. Waiting Room

Please keep all dogs on a short leash while in the waiting room. For infection control and safety purposes, we do not recommend that you allow your dog to be in direct contact with other waiting patients or their families. If your dog is coughing, vomiting, or having diarrhea, please inform the front desk and someone can escort you to an isolated area while you wait for the doctor.

Cats are to remain in their carriers for their safety.

If your pet has an accident, please inform the front desk and we will clean it for you.

If you need assistance getting your pet to and from your vehicle, please let us know. We are happy to help.

11. Immunizations

Vaccinating your pets may be the single most important health promoting and lifesaving intervention that you can perform as a pet owner. Unless medically contraindicated, we advocate vaccinating all pets according to the schedule published by the American Animal Hospital Association. Please note that due to safety and efficacy issues any vaccination given to your pet by anyone other than a licensed veterinarian may not be recognized as valid by boarding, grooming facilities, or other veterinary hospitals.

12. Mutual Respect

Our office is our work home and you are our welcomed guest. We expect all of our guests to treat our staff and work home with full respect, as any guest in any home. We will not tolerate abuse in any way, physical or verbal. In return, we expect our guests to be treated not only with respect, but with kindness in all interactions.

If you are unhappy with any aspect of the service or care provided by Cranberry Veterinary Hospital, we want to know about it. You may express your concern to your pets' doctor or to our Practice Manager.

13. Patient/Veterinary Partnership

You are an integral partner in your pets' health care, and we encourage you to take an active role. Please discuss any concerns with your pets' doctor. If you find you cannot comply with a treatment plan, please discuss that with your pets' doctor.

If your pet is being examined or discharged from a procedure and another party (i.e. spouse, parent, friend, etc.) would like information regarding what was performed, please have them in attendance or on the phone during time of appointment.

14. Termination

We have the right to terminate a relationship with any client/family who is verbally (or physically) abusive with any of our doctors or staff, who slanders/ libels/ commits defamation of our hospital in any form, who has 3 or more no shows (which will be charged \$40 for each no show), or who does not pay at the time that service was rendered.

15. Aggressive Animals

We do our best to safely and professionally handle pets that are aggressive. You may be asked to place a muzzle on aggressive dogs or give sedative medications prior to your appointment for the safety of you, the patients, our staff, and your beloved four-legged friend. In most situations, aggressive behavior stems from fear. If you feel your pet would benefit from medication prior to their appointment, please let one of our team members know. We want the best experience for everyone!

Thank you for entrusting us to provide care to your pets!