

# WHAT TO EXPECT AT AN ACCESS SPECIALTY ANIMAL HOSPITAL



Leaving your pet in the care of another can be unsettling! At ACCESS Specialty Animal Hospitals, we want you to feel comfortable with the fact that you have chosen the right hospital for you and your pet. Recognizing your uncertainty we wanted to take a moment and let you know what to expect during your pet's stay with us.

**Information about Your Pet's Doctors** – ACCESS has an exceptional array of doctors caring for your pet. The services that are offered are extensive, and overlap to the benefit of your pet. Though it might seem confusing to hear from a number of doctors on your pet's case, please know that we believe in collaborative medicine. More minds can result in better outcomes, more ideas, and synergy between specialties which can only help you and your pet attain the very highest level of care. Feel free to learn more about our doctors and their extensive training at [www.AccessAnimalHospitals.com](http://www.AccessAnimalHospitals.com), and click on the Doctor tab at the top.

**Information about Your Pet** – We know you want to hear from us about your pet. While you are welcome to call us at any time, please be aware that morning doctors' rounds take place typically between 8am and 9am. Evening doctors' rounds take place between 6pm and 7pm. That means that calls regarding the status of your pet will not be able to be received during those hours. Any other time, the Doctor's Assistant will be able to give all medical status updates. Please know that *only* doctors can answer detailed medical questions or interpret lab test results.

**Information about Visits** – Sometimes a hug from mom and dad is just what the doctor ordered! As such, we welcome you to visit your pet during their hospital stay. As a busy Emergency and Critical Care and Specialty Hospital, we can't always predict what the best time will be, and we appreciate your patience if you are asked to wait before visiting your pet. Always call ahead so that we can expect you and minimize your wait time to the best of our ability. For the safety of our patients, we ask that no children under the age of 12 years old be permitted to visit in the critical treatment areas of the hospital. Visits are permitted between the hours of 10am and 10pm, and you can stay for up to 15 minutes per visit.

**Information about Medications** – Per the FDA, hospitals are not permitted to accept returns on drugs that have been out of their possession. It is dangerous for hospitals to accept and return to stock the unused portions of

medications or prescriptions that are returned by patrons because they would no longer have any assurance of the strength, quality, purity, or identity of the articles. As such, ACCESS will not accept any returned drug products.

**Information about Your Bill** – You have been given an estimate of charges for the upcoming stay, and left a deposit on file with us. Each day, you will receive a phone call from a non-medical person to help keep you apprised of where your pet's current bill is within the estimate. If additional treatment or procedures are authorized, you may be asked to update the amount of the deposit. We have a variety of payment options available to you, including cash, checks, Visa, MasterCard, American Express, Discover, money orders, cashier's checks, PayPal and CareCredit®. Check payments will be run through Telecheck, and the funds will be taken out of your account electronically. Any refunds due to you will be issued via a refund check three weeks after the check payment was made. Please note, all billing done by ACCESS is independent of billing that is done by other practices within the facility. Additionally, medical records may be shared between practices within the facility to allow for the best care of your pet.

**How Can We Help You?** ACCESS prides itself on our care of not only our patients, but our clients as well. Your needs are extremely important to us. If you find that we can help you with anything, please don't hesitate to let us know. Our staff will always do our very best to make you and your pet as comfortable and informed as possible.

**ACCESS**  
Specialty Animal Hospitals

We're here  
for you!

Los Angeles  
San Fernando Valley  
South Bay  
Central Valley

