



To our valued clients,

Thank you for choosing MVSS for your companion's surgical needs. We look forward to providing you with exceptional care and service. We know just how important your pet is to you and your family. ***Please read the information below before your upcoming appointment.*** Do not hesitate to call with any questions or concerns.

***For all appointments:*** Please call the front desk to notify us upon your arrival. Remain in your vehicle until directed to come inside. This allows us to control traffic (both human and pet!) in the waiting room.

- **Initial Consult + Second Opinion Appointments**

- Your new client information can be entered directly into a fillable form ([CLICK HERE](#)) and automatically sent to us. This is the most convenient and efficient way to submit your information.
- Alternatively, please download, fill the form, and send to [reception@mdvss.com](mailto:reception@mdvss.com)
- Your form should be submitted or sent *no later* than 72 hours prior to your appointment.

- **Surgical Appointment, Direct Surgical Admission, Drop off with sedation**

- Do not give any food or treats after midnight the night before your surgical appointment.
  - \*Diabetic patients follow a separate protocol. Be sure to notify the reception team when you make your appointment.
- Withhold water after 6am the morning of surgery.
- Non-steroidal anti inflammatory medications are typically stopped 3-7 days prior to surgery, depending on the drug. Please notify us if you pet is currently on a NSAID or begins taking one before surgery.

- **Recheck Appointments**

- Rechecks are always performed by Dr. Walesby. The way recheck findings are communicated can vary from day to day depending on type of recheck and our surgical schedule.
- Recheck appointments on Monday, Tuesday, + Wednesday are typically followed up with an email or call from Dr. Walesby later in the week. Pertinent information will be immediately relayed through a veterinary nurse at the time of appointment.
- Recheck appointments on Thursday typically see Dr. Walesby in person at the time of recheck.

- **Suture Removal + Discharge appointments**

- Suture removal appointments are done by the veterinary nursing staff. Our very skilled veterinary technicians will alert Dr. Walesby to any abnormalities or concerns you may have, and they will be addressed as needed.
- Discharge appointments are a critical part of the surgical process. This time allows for the nursing staff to discuss post-operative care of your pet. Please come prepared to sit down and allow for about 30 minutes of your attention and time. Our goal is for you to be confident in being able to care for your companion once you get home.

- **Communication + Cancellations**

- Your appointment will be confirmed by our text message system. By providing your cell phone number you agree to receive calls and texts to that number from MVSS. Msg & Data Rates May Apply.
- Unconfirmed appointments are always given a grace period and followed with voice and e-mail messages. If you fail to confirm your appointment within the designated time, we will unfortunately need to cancel.
- The current environment is causing prolonged wait times for appointments. Many clients are scheduled at multiple facilities with the hope of being seen more quickly. If you no longer need an appointment with MVSS, please give the courtesy of a cancellation call or e-mail so we can expedite care for those waiting.

*Please notify us if you have any questions or concerns; we look forward to serving you and your pet.*

Sincerely,

**Dr. Honor Amé Walesby, MS, DVM, DACVS + the staff of MVSS**