

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.

***Please call to notify us upon your arrival. This helps to control waiting room traffic (four and two legged!)***

- **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 1 week 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 6 am 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 your 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 relayed at the time of appointment.
- Recheck appointments on Thursday typically see Dr. Walesby in person at the time of appointment.

- **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 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.

- **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.
- If you no longer need your appointment with MVSS, please give the courtesy of a cancellation call or e-mail so we can expedite care for those waiting.

**We will make several attempts to confirm a pending appointment using text, voice, and e-mail.**

**Failure to confirm your appointment 1 week ahead will result in cancellation.**

**No call/No show/Unconfirmed appointments will require a non-refundable deposit for re-booking.**

***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