

Welcome to the UGA Veterinary Teaching Hospital's Small Animal Emergency Service

Thank you for allowing us to be a part of your pet's care team. Below is more information on what to expect during your pet's visit with us.

Dropping Off:

- As we are still observing social distancing guidelines, only faculty, staff, and current veterinary school students are allowed inside our building at this time.
- Please keep a cell phone on you for the entirety of your pet's visit as it is important for us to be able to reach you to discuss your pet's medical history and treatment plan as well as to give you any necessary updates. All communication about your pet's care will take place via phone.
- When we call, it may show up on your phone as "no caller ID" or "unknown." Please answer calls from those types of numbers while your pet is with us.

Length of Appointment:

- Please plan on your pet's visit taking several hours or more depending on the severity of the situation. We want to make sure that we have adequate time to do an in-depth physical examination, thoroughly review all of your pet's past medical history, and consult with various members of his/her care team so that we can then present you with the best treatment plan possible. This may also include a recommendation for more diagnostics, which typically cannot be completed in one day, similar to a human hospital.
- We will be able to provide you with a better time estimate after we complete your pet's initial assessment and call you to discuss next steps.
- Please feel free to leave our campus so that you can wait more comfortably while we care for your pet.

Picking up:

- Once your pet is ready to go home, we will call you to discuss your pet's discharge instructions and to set a time for pick-up. Payment for your visit will also be handled remotely through our financial services team, who will give you a call prior to you picking up your pet.
- Before heading home, please help us ensure that you have all necessary medications and that we have returned all of your pet's personal items such as their leash, collar, and/or carrier.