

## Admission and Discharge at the Schwarzman Animal Medical Center

When your pet is admitted to the Schwarzman Animal Medical Center, we want to make sure their stay is as smooth and healing as possible. We know this can be a stressful time for pet families, so we've outlined below what to expect and how you can help our team provide the best care possible.



### ADMISSION

#### Before Admission

- Please allow **30-60 minutes** for admission—it is not a quick drop-off!
- Please follow any fasting or pre-admission instructions from your pet's care team.
- Sign and return your *Estimate* and *Authorization to Treat* form.
- Submit payment for 50% of the estimate prior to admission or when you arrive at AMC.

#### Getting to AMC

- Due to construction of our new, state-of-the-art facility, our parking lot is currently closed. We recommend reserving a parking spot at a nearby facility in advance. Visit our website for more information: [www.amcny.org/AboutYourVisit](http://www.amcny.org/AboutYourVisit)
- Once at AMC, please see a Lobby Facilitator or Security Guard for directions to your service's check-in desk.

#### Personal Belongings, Medication, and Food

- Please do not admit your pet with personal belongings, such as carriers, beds/blankets, and leashes. AMC cannot store or be responsible for these items.
- Do not bring any outside medication or food for your pet, unless instructed by your pet's care team. If you are instructed to bring any outside food or medications, they must be clearly labeled and in the original pharmacy packaging.

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## During Admission

### Communication and Updates

- Prior to admission, please discuss a schedule for communication and updates with your pet's care team so you know what to expect.
- Please be patient while waiting for updates about your pet. We know this can be an anxious time, but our team will inform you as soon as they have updates to share. **Frequent calls or emails to check on your pet can interfere with or delay our team's ability to provide timely care.**
- ER ADMISSIONS: Pets admitted through the ER must be transferred to our specialty services for diagnostic tests and treatment. Please be patient in waiting for updates as our teams evaluate and create a care plan for your pet.
- We will update your primary veterinarian throughout your pet's treatment. Please make sure we have your veterinarian's latest contact information on file.

### Overnight and Multi-Day Admissions

- Your pet will never be left alone overnight or at any time during their hospital admission! When they're not being cared for by their treating service, admitted pets will be under the 24/7/365 care of our Critical Care and Nursing teams.

### Visitations

- If you would like to visit your pet during their stay at AMC, please make arrangements with your pet's care team. Unfortunately, we can only accommodate visitations for critically ill pets, and **all visitations must be arranged in advance. We cannot accommodate walk-in visitations.**
- Visitations are limited to one person, except those with small children or persons with disabilities.
- Your pet's care team will have limited availability during visitations, so please continue to use the communication channels outlined above for any questions.

## DISCHARGE

### Scheduling Discharge

- When your pet is ready to go home, your pet's care team will contact you to schedule a time to discharge your pet, typically between 3pm and 7pm.
- If your pet requires advanced home care, such as subcutaneous fluids, please talk to your pet's care team about scheduling a demonstration during discharge.
- Please allow **up to 60 minutes** for discharge.

### The Discharge Process

- The "Getting to AMC" section above applies to discharge! Plan ahead and arrive on time to make sure your pet's discharge is not delayed. Speak to a Lobby Facilitator or Security Guard to get directions to your service's check-out desk.
- Your pet's care team will provide a copy of the discharge instructions and discuss any necessary home care.
- You will be asked to submit payment for your remaining balance, plus any medications your pet may need.

***If your pet is experiencing an emergency medical situation at any point before admission or after discharge, bring them straight to AMC's Emergency room.***