



Working with communities to provide accessible and affordable veterinary care.

## PLEASE READ THIS ENTIRE DOCUMENT

### **Fasting:**

- **ADULT** cats and dogs must be fasted prior to surgery. This means **NO FOOD** after 10:00pm the night before surgery. Ensure they have access to water at all times.
- **KITTENS and PUPPIES under 16 weeks of age should be fed dinner the night before surgery AND fed a small breakfast (1 tablespoon of soft food) on the morning of surgery.** Ensure they have access to water at all times.

### **Admission for desexing:**

- Admit time is strictly 7:30am-8:00am.
- Bring your pet in a secure carrier (cats) or on a secure lead (dogs). Do not carry your cat in your arms or on a harness as there is a high risk of them running away and getting injured or lost.
- Please follow instructions in the reminder e-mail that you will receive approximately 1 week prior to your appointment (check your junk/spam folder).
- **Failure to arrive on time may result in cancellation of your appointment with no refund.**

### **On heat/pregnant animals:**

- We can still desex your pet if they are on heat or pregnant. There are no additional fees associated with this. Our veterinarians are highly experienced in performing these procedures, and they are carried out safely with the pet's welfare as the highest priority. Preventing unwanted litters is crucial to protecting pet health and reducing shelter overcrowding and abandonment.

### **Identification:**

- If you are bringing multiple adult cats, please bring them in separate carriers if possible. Kittens can be brought in a single carrier with some form of identification such as different coloured collars.

### **Microchip:**

- A source number forms part of your pet's identifying information and is now required in the state of Victoria when implanting a microchip. If you have requested a microchip, you may be instructed to obtain a source number. If this applies to you, this request will be included in the digital consent form that you will receive via e-mail approximately 1 week before your pet's appointment. If you have multiple cats, only one source number is needed. Please note that the State of Victoria charges a separate fee for this.

### **Pre-anaesthetic blood tests:**

- Pre-anaesthetic blood tests increase patient safety by alerting the veterinarian to underlying conditions that might not be obvious but could still cause a complication. As a low-cost, mobile desexing service, we **do not** offer pre-anaesthetic blood tests. You have the option of attending a local veterinary clinic for a pre-anaesthetic blood test prior to the appointment with us. If you choose to do this, please bring a copy of the results to your appointment.

#### **Risks and complications:**

- While all professional care and attention will be given to each animal, inherent risks exist with any procedure, including unexpected complications and loss of life. General risks include anaesthetic complications, surgical bleeding, surgical complications, infection, and drug reactions.
- All anaesthesia involves a minor risk however this risk has been greatly reduced since the development of modern anaesthetics. Risks are higher in older animals and those with early or undetected disease. There are specific risks associated with certain pre-existing conditions. *You must tell us about any known pre-existing conditions and provide us with information about any medications your pet may be taking.* Each anaesthetic is monitored closely by a veterinary nurse.
- Please discuss any concerns you may have with the veterinary nurse at the time of admission.

#### **Discharge:**

- **Discharge time is generally between 2:00pm-3:00pm. You must arrange for someone to be available during this time to pick up your pet.**
- Keep your phone close by and turned on so that we can contact you as needed.
- Please note that we cannot hold animals for late pickup as we need to leave on time to reach our next destination.

#### **Cancellation/No Show Policy:**

- If you need to reschedule or cancel your appointment, you must contact us via e-mail at [info@thevetproject.com.au](mailto:info@thevetproject.com.au) at least 24 hours before the event.
- If you give at least 24 hours' notice, we will hold your deposit for 14 days. If you do not reschedule your appointment within that time frame, your deposit will be forfeited.
- Please note that if you reschedule your appointment, you may need to bring your animal to a different location/suburb than originally scheduled for.
- Last minute cancellations (less than 24 hours' notice) or no shows will NOT be refunded.