



# FREQUENTLY ASKED QUESTIONS

*Why was this clinic created?*

We recognized the gap in affordable and available veterinary care and realized our unique position to help meet community needs.

*What types of pets do you provide care for?*

Cats and Dogs

*Where can I find information about your services?*

[www.nhhumane.org/bestfriend](http://www.nhhumane.org/bestfriend)

*Are there limitations to the services you provide?*

Yes. We are not a full-service veterinary hospital. For this reason, we focus our efforts on basic wellness care. We do not provide sick, urgent or emergency care..

We do not provide services for:

- Severely aggressive pets who compromise our staff's safety
- Dogs weighing 80lbs or more.
- Pets who are severely obese
- Pets over 7 years of age
- Pets under 12 weeks of age
- Pets who have been diagnosed with or are showing signs of potentially communicable, systemic, or pathological diseases making them contagious and higher anesthesia risks.

*How much do you charge?*

We created a pricing model that covers our expenses. Our goal is to keep this service sustainable to help as many pets and their families as possible. All surgery packages include: spay/neuter surgery, tattoo, microchip, rabies vaccine, nail trim, E-collar, pain medication.

- Cat spay and cat neuter packages - \$150
- Dog neuter package - \$250
- Dog spay package - \$350

You can find our full price list at [nhhumane.org/bestfriend](http://nhhumane.org/bestfriend)

### *How do I schedule an appointment?*

Go to our website [nhhumane.org/bestfriend](http://nhhumane.org/bestfriend) and click "Schedule Now" and enter some brief information about your pet. You will then see all our current openings for that type of animal based on their species, gender, and weight and you can choose a date that works for you. A deposit is required to request the appointment time. This deposit will be credited toward the cost of the appointment if your appointment request is approved. It will be refunded to you if the request is denied.

### *What happens after I submit an application?*

You will receive an email response confirming receipt of your appointment request. If you do not receive this email within 24 hours of submission, please email us at [bestfriend@nhhumane.org](mailto:bestfriend@nhhumane.org) so we can confirm receipt. We will review your appointment request and, if appropriate, confirm the appointment with you.

### *Once my deposit is paid and my appointment is scheduled, now what?*

If you have prior vaccine records, please EMAIL them to [bestfriend@nhhumane.org](mailto:bestfriend@nhhumane.org) before your appointment. You will receive an email with an electronic Surgery & Anesthesia consent form to complete before dropping off your pet. You will receive a reminder email a few days prior to the appointment, along with a request for the balance of the surgery package. All surgery packages must be paid in full prior to dropping off your pet.

### *What happens the day of my appointment?*

For surgery appointments:

- Dogs are dropped off at 8am. Cats are dropped off at 8:15.
- When you arrive, please text 207-477-6665 and remain in your vehicle until you are instructed to bring your pet into the building.
- Our team will review some brief paperwork with you and confirm the services your pet is receiving.
- After drop-off, your pet will be weighed and receive a physical exam by our veterinarian to ensure they are appropriate candidates for anesthesia and a surgery that day.
- We will text you when surgery is done with a time to pick up your pet. All pets must be picked up by 3pm. We do not have medical team members in the building past 4pm therefore all surgical patients must be discharged by 4pm at the latest. Pets CANNOT spend the night at our facility.
- We will email you discharge instructions for your pet's care at home and the full medical record. Your pet will be sent home with a properly fitted Elizabethan (cone) collar and post-operative pain medication.

### *Uh oh - what if it snows?*

We will contact you for any schedule changes BY EMAIL and TEXT no later than 6:30am on the day of the appointment.

### *Can I reschedule?*

Yes. Please email [bestfriend@nhhumane.org](mailto:bestfriend@nhhumane.org) to request a new appointment. No-call, no-shows for appointments forfeit all deposits and payments made. Funds will be considered donations to help provide care for other pets in the future.

### *How do I contact you if I have questions?*

Email is our primary form of communication. Email [bestfriend@nhhumane.org](mailto:bestfriend@nhhumane.org). While your pet is with us for their surgery, you can text 207-477-6665. Text messages received outside of your pet's scheduled surgical appointment date, or for any other reason, will NOT be answered.