



# FREQUENTLY ASKED QUESTIONS

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## ***Why was this clinic created?***

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

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

Cats and Dogs

## ***Where can I find information about your services?***

[nhhumane.org/bestfriend](http://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 urgent or emergency care. We plan to gradually increase services offered.

### **We do not provide services for:**

- Severely aggressive pets who compromise our staff's safety
- Brachycephalic breeds (*Dog breeds include:* Pug, Bulldog, Boxer, Shih Tzu, Affenpinscher, Shar Pei, Pekingese, Boston Terrier, Japanese Chin, Brussels Griffon, Cavalier and King Charles Spaniel, Tibetan Spaniel; *Cat breeds include:* Persian, Himalayan, Scottish Fold, Burmese, etc.)
- Dogs weighing 80lbs or more.
- Pets who are severely obese
- Pets over 7 years of age
- Pets under 16 weeks of age
- Castration (neuter) of male pets who are cryptorchid (one or both testicles are retained)
- 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. You can find our price list at [nhhumane.org/bestfriend](http://nhhumane.org/bestfriend)

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

Apply at [nhhumane.org/bestfriend](http://nhhumane.org/bestfriend) Do not submit multiple applications for the same pet. This causes delay.

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

You will receive an email response confirming receipt of your application. 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.

Expect an email with a TENTATIVE APPOINTMENT and further instructions within 2-4 weeks following application submission. Be patient. We are always working from a significant wait list and available appointments are filled quickly. It is imperative to read the entire email and follow all directions. As explained in the TENTATIVE APPOINTMENT email, processing the deposit is what secures the appointment time.

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

You will receive another email a few days prior to the appointment with further instructions.

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

For surgery appointments:

- Pets must be dropped off between 8:00-8:15 am.
- Our team will review authorization paperwork for you to sign.
- Basic intake questions will be asked and recorded.
- A temporary identification collar will be placed on your pet. They will be taken to the pre-surgical area.
- After drop-off, your pet will receive a physical exam by our veterinarian to ensure they are appropriate candidates for anesthesia and a surgery that day. **Potential conflicts include: Heart murmur, Skin infection at the site of the incision and any other concerns as noted by the veterinarian.**
- No news is good news following drop-off. We will be in touch by phone when the surgery is complete and your pet is recovering from anesthesia. At that time, an appointment will be scheduled for pickup.
- Pickups are typically scheduled 2:30-4p. 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 CAN NOT spend the night at our facility.
- Upon discharge, final payment for any additional services will be processed. Post-operative instructions will be reviewed, and all paperwork will be provided. 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 no later than 6:30am on the day of the appointment.

### ***Can I reschedule?***

Yes. We allow ONE reschedule after a deposit has been made. Email us to request a new appointment.

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

Email is our only form of communication until your pet is with us. Email [bestfriend@nhhumane.org](mailto:bestfriend@nhhumane.org).