

VCA Civano Animal Hospital and Emergency Center

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Boarding Intake Form for Owners

Date and expected arrival time: _____ Date and expected departure time: _____

Client information

Name: _____ Primary Phone Number: _____

Secondary Phone Number: _____ Email: _____

Home Address: _____ City: _____ State: _____ Zip: _____

Emergency Contact Name and Number (if different): _____

Regular Veterinarian: _____

Pet Information

Name _____ Species: _____ Breed: _____

Color/markings: _____ Age/DOB: _____

Sex: Female intact Male Intact Female Spayed Male Neutered Unknown

Emergency Authorization Person: _____

Emergency Authorization Person Phone Number: _____

Pick-up Contact and Phone Number: _____

Vaccine status (please provide the full date these were last received to include month/date/year)

Cat: Rabies (required) _____ FVRCP (required) _____

Dog: Rabies (required) _____ DHPP (required) _____ Bordetella (required) _____

Influenza (recommended) _____ Leptospirosis (recommended) _____

Ferret: Rabies (required) _____ Distemper (required) _____

Feeding

Please bring enough food for the entirety of your pet's stay. We do NOT allow prefilled bags with medications already prepared for safety reasons.

If your pet's appetite declines during their stay, our staff will offer GI safe canned wet food or baby food to entice them. Further inappetence may require a veterinarian's exam or prescription at an additional cost.

Initial here stating you understand _____

Current Diet: _____ Amount fed: _____ How often is your pet fed: _____

Does your pet have any previously diagnosed food allergies? Yes No

If so, please specify below:



Medication

Is your pet on any medications? Yes No

If yes, please list all medications below to include full name and strength, dose, route, and time given. If you have a controlled substance, you must alert our staff when scheduling, as we cannot take these medications in at drop off unless it is a compounded version.

Any bottles of medications or supplements need to be brought in their original container and must contain only what is prescribed and sold in that bottle. We do not allow unlabeled medications, or mixed medications in the same container.

Medication (Name and Strength):	Dose:	Route:	Time Given:
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Behavior

Has your pet been known to be aggressive toward people or other pets? Yes No

If so, please specify below:

Has your pet been known to bite others? Yes No

If so, please specify below:

Has your pet been known to be destructive when anxious? Yes No

If so, please specify below:

In the event of any behavior issues, please know Civano Animal Hospital and Emergency Center has the right to prescribe light sedation to ensure the safety of your pet as well as our staff during their stay. If your pet has not been examined here at our clinic, an exam fee will be charged at your expense prior to prescribing.

If your pets are boarding in a shared kennel, please understand there is a risk of fighting with each other during the stress and excitement of boarding. If an injury or fight occurs to your pet(s) in their shared kennel, we will separate the pets for the remainder of their stay and treat their injuries under your approval at your expense.

Personal items are at risk of becoming lost due to the high volume of laundry and belongings in our clinic. Please refrain from bringing personal items unless they are necessary to your pet's well-being (i.e. a comfort blanket or a safe toy). Toys and bedding are at risk of destruction by the pet(s). If your pet becomes destructive during their stay, we will remove their provided bedding from their kennel. If ingestion of foreign material (portions of toys or bedding during their stay) occurs, medical care will be provided under DVM direction as needed at an additional cost to you.

Please initial here stating you understand our behavior protocol _____

Diarrhea

If your pet has diarrhea while under our care, Civano Animal Hospital has permission to prescribe a short course of probiotics. If blood appears in the stool or if there is no improvement, you will be contacted for approval of medical intervention.

Please initial stating you understand _____

Additional Requests: _____



Medical emergency

Resuscitation Status:

This is to inform the veterinarians at Civano Animal Hospital and Emergency Center as to how they should proceed if, under unfortunate circumstances, your pet goes into cardiac or respiratory arrest while boarding in our facility.

If my pet goes in to cardiac or respiratory arrest while boarding at Civano Animal Hospital and Emergency Center, I would like the veterinarian to proceed as follows while making attempts to reach me: (initial one)

 Code Yellow: The veterinarians are to perform closed chest CPR, including manual compression of the chest, positive pressure ventilation, and administration of CPR drugs. I am aware and agree to pay all the fees associated with performing CPR on the pet described above. The veterinarians are to attempt to contact me and ask if CPR is to be continued. If I cannot be contacted within 15 minutes of arrest and resuscitation is unsuccessful, the veterinarians are to discontinue CPR.

 Code Red: The veterinarians are not to attempt CPR or any other form of resuscitation and I will be contacted via phone.

Select one

I authorize CAHEC to begin diagnostics or medications in the event there is concerns for my pet without contacting me
(initial here) _____

If my pet is deemed stable by the veterinarian on staff, I only want to be notified if the price is above: (you must initial one)

\$250.00 _____

\$500.00 _____

1,000.00 _____

I DO NOT authorize CAHEC to begin diagnostics or medications in the event there is concerns for my pet without contacting me
(initial here) _____

Please sign, print, and date below stating you have filled everything on this form as accurately as possible and have read our boarding policy (not included on this form) and agree to any additional charges that may appear on your account at the time of pick up.

Signature: _____

Printed Name: _____

Date: _____

_____ **From here on to be completed on intake by staff** _____

Medication Verification (staff and client to review)

_____ Name/Strength/Format	_____ Scripted by	_____ Quantity on intake	_____ Quantity at discharge
_____ Name/Strength/Format	_____ Scripted by	_____ Quantity on intake	_____ Quantity at discharge
_____ Name/Strength/Format	_____ Scripted by	_____ Quantity on intake	_____ Quantity at discharge
_____ Name/Strength/Format	_____ Scripted by	_____ Quantity on intake	_____ Quantity at discharge
_____ Name/Strength/Format	_____ Scripted by	_____ Quantity on intake	_____ Quantity at discharge
_____ Name/Strength/Format	_____ Scripted by	_____ Quantity on intake	_____ Quantity at discharge
_____ Name/Strength/Format	_____ Scripted by	_____ Quantity on intake	_____ Quantity at discharge



Intake

Client Signature	Client Print Name	Date
Staff Signature	Staff Print Name	Time

Discharge

Client Signature	Client Print Name	Date
Staff Signature	Staff Print Name	Time

Boarding Protocol for Clients

We are very happy to have you trust us with the care of your pet while you are out of town! We have recently updated our boarding protocols- please take a moment to review these changes prior to booking your pets' next stay.

Check in/Check out

Clients are to fill out and return the online intake boarding form found on our website **24 hours prior** to check in. They will also receive additional paperwork via email 24-48 hours prior to scheduled drop off that they can return to us via email or in person prior to drop off.

Please note all dogs entering the facility must be on a leash and under your control. All cats, small mammals, birds, and reptiles must be in a ventilated carrier that is appropriate for the species.

Ideally, pets will check into boarding **no earlier than 9am and no later than 6pm**, but arrangements for alternate times may be made with the front staff.

Check out

Charges for the first and final days will be prorated based on the time of drop off and pickup in accordance to our treatment times for boarding pets (1am/7am/1pm/7pm). Each treatment time the pet is present for will be charged as .25. If there are circumstances where the pet is to be picked up later than your arranged time, proper communication to the staff via phone needs to be made. Please note, if a special arrangement needs to be made for an early or late check in, the facility is to know **at least 48 hours** prior to drop off. An additional fee may also apply.

Any pet that has been left **longer than 24 hours** past their scheduled check out date at our facility without contact from their owner will be considered abandoned. A case will then be submitted to Pima Animal Care Center.

Personal Items

While we understand you want to bring a piece of home with your pet while under our care, we do not recommend bringing toys, blankets, or other items (exotic species may be exempt due to enrichment). We will provide the pet with a kennel (exotic species may be brought in their own housing), bedding, litter boxes as well as feeding bowls. We will also be using our hospital slip leads for dogs when taken out for walks. If you still wish to bring personal belongings, please understand that we have a high volume of laundry and items do risk being lost in the wash. Toys are at risk for destruction of the pet, which can result in medical issues requiring care by the DVM at your expense.



Boarding Protocol for Clients

Fleas and Ticks

While we do not require preventative to be applied while staying in our facility, it is very important that we keep our hospital free of fleas and ticks. Upon arrival, your pet will receive a complementary **BRIEF** exam from one of our staff members (please note this is **NOT** performed by a doctor). If the pet is deemed to have fleas or ticks, the pet will be treated immediately at your expense and separated from all other boarders. Please note there may also be an additional charge for boarding services in these circumstances.

Vaccinations

The safety and care of your pet is our priority therefore we require the following vaccines to be up to date for the species labeled below. If the vaccine is due **within 2 weeks** from the time of your stay, Civano Animal Hospital has the right to booster the vaccines at the owner's expense as our DVM sees fit. If your pet receives vaccines from another clinic, proof **MUST** be provided to us **24 hours before** the time of drop off.

If your pet is overdue for vaccines, these need to be boosted **72 hours prior** to drop off as we want to ensure there is no sign of reaction (to include lethargy or vomiting).

Special accommodations will be made for pets who are unable to have vaccines due to medical reasoning with proper documentation by the pet's regular veterinarian.

If you would like to begin the Leptospirosis and Influenza vaccines while your dog is boarding, we are happy to accommodate your pet however please note additional fees will be charged to include a doctor's exam and the vaccine(s). Please note you will also be charged in the event a vaccine reaction was to occur.

Dogs

Rabies vaccine

DHPP (distemper, adenovirus, parainfluenza and parvovirus)

Bordetella

Influenza (H3N2/H3N8) recommended but not required

Leptospirosis recommended but not required

Cats

Rabies vaccine

FVRCP (feline viral rhinotracheitis, calicivirus, and panleukopenia)

Ferrets

Rabies vaccine

Distemper vaccine

Spay/Neuter

We strongly encourage all pets to be spayed or neutered for the safety of them and our staff. Animals that are not sterilized have a greater risk for medical emergencies (pyometra in intact females, for example) therefore please know in the event such instances occur, we are to provide immediate attention at the cost of the owner.

Medical issues

We understand that every pet is different, and we want to ensure that we are providing those with previously diagnosed medical issues with the best care. We are more than happy to ensure each pet is receiving their correct medications and/or supplements, however, please note there is a fee for doing so. We ask that you are to provide us with a list of all the medications your pet needs prior to their arrival. We will no longer be accepting any controlled substances upon drop off however please understand this is to ensure we are following DEA regulations accordingly. While we cannot take in your controlled substance, your pet will still need this medication after they return home to you. If your pet is on a controlled substance medication for any reason, please know we will be charging a **\$45 BRIEF** exam fee as we will need to establish a VCPR (Veterinary-Client-Patient-Relationship) while boarding. You will also notice there will be a charge associated for **EACH** drug administration for the remainder of their stay. If directions for your pet's controlled substance has changed, you are to provide us with documentation from your regular veterinarian 24 hours prior to dropping your pet off.

If your pet is classified as a medical boarder, our DVM will perform a **BRIEF** exam at the owner's cost of \$45.



Boarding Protocol for Clients

Diabetes

It is often stressful for diabetic pets to be in a new environment, especially cats. Any diabetic patient will be charged for medical boarding during their stay as they will need additional care to ensure they are receiving their medications on time. We also ask that all medical records be sent to us **24 hours prior** to arrival from your regular veterinarian.

If your pet is diabetic, please know we will be charging a **\$45 BRIEF** exam fee as we will need to establish a VCPR (Veterinary-Client-Patient-Relationship) while boarding.

You are to bring the correct insulin as well as correct syringes needed for administration. If needles are not provided, there will be an additional charge. If the insulin has been recently adjusted by your regular veterinarian, we **MUST** receive documentation **24 hours prior** to the stay. Failure to do so will result in under or overdosing of your pet which can be fatal.

Seizures

If your pet is currently on seizure medication, they will be charged for medical boarding and kept in our hospitalization wards in order to adequately monitor for breakthrough seizures. It is critical all medications your pet is on are continued without interruption. Please note that due to DEA regulations, we cannot accept controlled substances that are carried in hospital and will have to dose/dispense these to your pet from our stock at the owner's expense. If the substance is compounded or one that we do not carry, additional paperwork is required for this drug to be accepted. Please bring all non-controlled medications that your pet is on. If you arrive with a drug that cannot be accepted, it will be denied and sent back home with you. If you have questions regarding what medications are controlled, please ask our staff for assistance.

Contagious diseases

If you are boarding your pet for a contagious disease such as ringworm or kennel cough, please note full hospitalization charges to include isolation are to be charged at the expense of the owner with an **80% deposit** of the high end of the estimate upon drop off.

Rabies quarantine

If your pet is under rabies quarantine, you are to provide our facility with all the proper paperwork needed to include the last rabies vaccine and case number given by Pima Animal Care Center. In order to ensure the safety of our staff, any pet that is under rabies quarantine **will NOT** be taken out or walked. We will also require an **80% deposit** of the stay upon arrival to include boarding charges as well as rabies quarantine charges.

Medical Concerns

Upon presentation, if you have a nonemergent medical concern that needs to be addressed while staying in our facility, please ensure this is clearly communicated to the front desk so the appropriate paperwork is filled out. This paperwork will also need to be submitted **24 hours before** the time of drop off. While in our care, your pet will receive a **\$70 doctor exam** on top of your boarding fees, and we will consult with you in regarding how to move forward with treatment. This exam will be worked in between our already fully booked schedule during your pet's stay, meaning we do not have a scheduled time and date this exam will take place.

Please note if your pet is experiencing any of these symptoms, an emergency exam fee will be required, and you are to wait until your pet is seen before dropping your pet off. There may be an extended wait time based on availability of technicians as well as doctors so please plan accordingly.

Signs/symptoms

- Lethargy
- Vomiting
- Diarrhea
- Limping
- Decreased appetite
- Open wounds

Emergency

In the event of an emergency, we ask that you provide us with **at least TWO** phone numbers we are able to reach you at.

