



Visitation Guidelines for Hospitalized Pets

We understand how difficult it is for you to leave your pet. If you would like to visit your pet, please call ahead to schedule a visitation time so we can:

- 1. Make sure a visitation room will be available.**
- 2. Make sure the visitation time will best fit your pet's treatment plan that has been established.**
- 3. Minimize your wait time.**

Phone: (616) 361-9911
Toll Free: (877) 406 - 9911



Isolation Patients

These patients either have a suspected or confirmed infectious disease. They are kept in our isolation ward away from other patients and special precautions are taken to cease the spread of disease.

These diseases can include parvovirus, distemper, kennel cough, feline leukemia and FIV. All of which can be spread to other patients in the hospital. A few of the diseases that we see here, like leptospirosis, are contagious to humans as well.

No visitation is allowed for these patients. The risk of making other patients or even other humans sick is too great.

Non-mobile Patients



These patients are unable to move due to pain or severity of disease. They are kept in our ICU or kennel area depending on the patient's size.

We are unable to move these patients to proper visitation rooms so visitation will be granted on a case-by-case basis somewhat similar to ICU policies in human hospitals.

If a visitation time is granted, you will visit your pet in the ICU or kennel area. Visitations are limited to 10 minutes every 8 hours.



Mobile Patients

These patients are able to get up and move on their own but may or may not be attached to IV fluids. Your pet will be disconnected from the IV fluids and brought to an exam room to visit with you.

Visits need to be kept to 20-30 minutes no more than every 4 hours. This is especially true of patients on IV fluids.