



## **Welcome to Pasadena Veterinary Specialists!**

**Jocelyn Mott, DVM, Diplomate ACVIM (Small Animal Internal Medicine)**  
**Vivian Yau, DVM (Practice limited to Internal Medicine)**  
**Fiona Little, VMD, Diplomate ACVS**

We will always do our best to be considerate of your time and patience by keeping our appointments on time. There are times when our internists or surgeon may need to spend more time with a particular patient that requires extra attention or tend to an emergency. Your patience is greatly appreciated as you may experience a wait in these occasional circumstances. Be assured, your pet will receive this same attention and care should it ever be required.

### **Our Hospital**

Thank you for entrusting Pasadena Veterinary Specialists with the care of your special pet. Your pet's primary care doctor will be Dr. Mott, Dr. Yau, or Dr. Little.

Pasadena Veterinary Specialists is a state-of-the-art veterinary hospital providing advanced diagnostics and medical treatment. Our doctors work together with your referring veterinarian to provide the best possible care for your pet. Our entire staff takes pride in treating your companion with the utmost care and compassion.

We are open between the hours of 9:00am and 6:00pm Mondays through Fridays.

### **Your Regular Veterinarian**

We will work closely with you, your pet and your regular veterinarian. The day of your pet's consultation, your veterinarian will receive a written letter from one of our internists or surgeon with our findings, any test results and recommendations. They will also receive a phone call, usually within 24-48 hours. All test results for your pet will be faxed to your regular veterinarian as they become available.

We will continue to work directly with you and your regular veterinarian in the future to provide the best care for your pet. It is a team effort. We will consult with you and your veterinarian on follow up tests that your veterinarian performs. Depending on your pet's condition, we will often request to reexamine your pet after 3 or more months from our initial examination to be able to continue consulting on further test results and treatment recommendations.

### **Prescription Refills**

Prescription refill requests may be emailed to [pvsrxrefill@pasadenavet.net](mailto:pvsrxrefill@pasadenavet.net) or called into the office. All refill requests require 24-48 hours notice. Prescriptions are filled Mondays through Fridays and will not be filled on Saturdays, Sundays or other holidays when Pasadena Veterinary Specialists is closed.

All pets require an examination with our internists or surgeon a minimum of every 6 months for prescriptions to continue to be refilled through our office. Some pets will require more frequent examinations as certain medications require the pet to be monitored much more closely.



## After Hours Care of your Hospitalized Pet

### Patient Updates:

The doctors will typically update you on your pet's status at 9:00am each day (please call for the update). You are able to call us for updated status reports on your pet throughout the day (these additional updates will usually be given by a technician unless the doctor needs to specifically discuss a change). Please choose one member of your family to call for pet updates from the doctor to avoid repetition of information.

### Visiting Hours:

The hospital visiting hours are between 9:00 am and 9:00 pm. Please call the hospital before coming to visit to check on an appropriate time to visit. We will give you down times when your pet is not having a procedures performed or treatments. Visits need to be kept to 20 minutes or less as your pet's care and treatments are disrupted during that period.

### Discharges:

Your hospitalized pet will be discharged from Pasadena Veterinary Specialists Monday through Friday between the hours of 9:00am and 6:00pm. We do not discharge our hospitalized patients on weekends or holidays. If your pet is here for a day procedure, sometimes special arrangements can be made with the doctor to pick your pet up after 6:00pm Monday through Friday.

Doctors are on the premises 24 hours a day, 7 days a week. During the evening and weekend hours, your pet is under the care of Pasadena Veterinary Specialists; however, emergency doctors are on the premises to monitor your pet's status and handle any emergency situations. They are able to carry out treatments for Dr. Mott, Dr. Yau or Dr. Little but are not involved in diagnostic decision-making. The emergency doctors or attending technicians will be happy to relay a status report to you but will not be available for more involved discussions. Please direct any questions regarding diagnostic plans, treatments or outcomes to your pet's primary care doctor – Dr. Mott, Dr. Yau or Dr. Little.

## **WE WILL ALWAYS NOTIFY YOU AT ANY TIME OF THE DAY OR NIGHT IF YOUR PET'S CONDITION WORSENS.**

The care of your special pet is our number one priority. All of our doctors and staff are pet lovers and understand the worry and fear you face when your pet is hospitalized. We will do our very best to maintain open and productive communication with you at all times.

### **Financing Programs**

Pasadena Veterinary Specialists does not offer payment plans. Financing options are available through Care Credit. If you are interested in this option, please inform our technical or reception staff.

\_\_\_\_\_  
Owner's Signature

\_\_\_\_\_  
Date