

The purpose of this policy is to establish a fair policy that allows an owner to visit their pet, while minimally disrupting / compromising their treatment and the treatment of other patients.

1. Owners are allowed two 20-minute visits (one visit between 8am-6pm and one visit between 8pm-Midnight). This time allotment may be extended or shortened upon a case-by case basis. Owners will not be permitted to visit between Midnight-6am.
2. Owners are required to call in advance to arrange visits. Due to the busy nature of an emergency facility, we cannot guarantee that there will be staff or a room available to allow for a visit. We may ask you to come at a later time.
3. Animals in isolation (contagious patients) are not allowed visits unless special arrangements are made in advance. Should a visit be allowed, owners are to follow all antiseptic techniques (gown, mask, etc.) described by the attending veterinarian or technician.
4. Family members are asked to coordinate visits at the same time to prevent multiple visits from different family members. You will be asked to log in prior to visiting your pet and log out after your visit. We also ask that you designate one family member to call daily for updates on your hospitalized pet. As you can imagine, when you have multiple family members calling throughout the day it takes valuable time away from our hospitalized patients.
5. Oxygen dependent or very critical patients are limited to 5-minute visits.
6. We ask that you do not walk, feed or offer water to your pet without checking with the attending veterinarian or technician assigned to your pet.
7. Please remain patient in the waiting room until you are called into a room or your pet is brought to you. This is for your safety as well as that of the patients.
8. If a Doctor determines that the client/owner should be brought into the treatment area to visit, the doctor will accompany you and remain with you during the time in the treatment area concluding with escorting you back to the waiting room. Please remain patient in the waiting room until the doctor calls you. This is for your safety as well as that of the patients.
9. Due to the high client volume, Sunday visits may be limited and there could be a significant wait.
10. In an effort to maintain a controlled hospital environment free from possible outside contaminants, we will not allow other family pets to visit your hospitalized pet. We ask for your understanding and respect this decision.

AETC reserves the right to adjust these guidelines on a case-by-case basis depending on patient condition and hospital client volume.