

---

## IMPORTANT INFORMATION WHEN YOUR PET HAS AN APPOINTMENT OR IS HOSPITALIZED AT GEORGIA VETERINARY SPECIALISTS

---

Thank you for allowing us to service you and your pet's needs. Our commitment to providing the best care for you and your pet can help alleviate some of your concerns. A team effort that includes your GVS doctor, you, your pet and your regular veterinarian will insure that excellent care will be provided. The following information can help answer other questions you may have about your pet's stay/visit at the hospital.

---

### Initial Diagnosis and Treatment

As you know, ours is a busy referral and emergency hospital. This means your pet will be examined by our team of veterinarians and veterinary specialists. Most of our patients have complicated problems. Our veterinarians may recommend hospitalization for further tests or treatment. While your pet may be referred here for certain tests or treatments, your pet's condition can change quickly, leading our veterinarians to recommend different or additional testing. While our specialists are on call 24 hours daily, our admitting veterinarian will determine when or if an emergency procedure is necessary.

---

### Client Communication Policy

We take great pride in delivering the highest quality care to your pet. Our first priority is your pet's comfort and well being. Our practice is unique in providing specialty veterinary care of the highest standard and 24 hour emergency care. We know that you are very concerned about your pet and need to be kept informed of their medical condition. However, in order for us to constantly provide the best care possible for all of our patients, we need to have efficient communications with you. The doctor directing the care of your pet will call you once daily. He or she will keep you informed about your pet's condition, planned diagnostics tests and treatments, updated bill and expenses, and discuss prognosis treatment with you. Of course, if your pet's condition changes, you will receive an immediate update from

---

one of the doctors. Obviously the time we dedicate to speaking with you and other owners on the phone takes away from the time we are able to deliver medical care to our patients, your pets. We also request that one person in your family be appointed to discuss the case with us.

Our nursing staff is not authorized to give you medical information about your pet. If you request an update during your pet's stay, the nursing staff will be able to tell you basic parameters (appetite, comfort, etc). Our emergency doctors and nurses are here to take care of emergency admissions and critical patients, including your pet. Although they will be helping to administer the diagnostic and treatment plan set out by your primary doctor, they are not here to meet with you or to discuss your pet's condition. We welcome you to visit with your pet during visiting hours. Please be advised that doctors and nurses will not be able to meet with you during visiting hours.

---

### Prescriptions

Prescription refills are handled by our staff during regular business hours (**Mon - Fri, 8 am - 6pm**) and will be filled or called into your pharmacy within **24 - 48 hours** of our receiving them. Please allow enough time to have your pet's medication refilled by calling in advance.

---

### Visitation and Discharge

Visitation is limited to avoid disruption of the patients' treatments and recovery. Visiting hours are **everyday 3pm to 5pm and 7pm to 9pm**. Designated visiting hours allow our technicians to complete patient treatment in a timely manner without interruption. **GVS cannot be held responsible for the loss of your pet's personal belongings.** Please be sure to take your pet's personal items home. In special circumstances we will do our best to accommodate you. Please schedule a discharge appointment with your GVS doctor or nurse between **9am to 5 pm**. During this scheduled discharge, your doctor/nurse can answer any questions. Discharges after these hours may involve another staff member who is not as familiar with your pet's care.

---

### Serious Illness

With serious illness, not all treatments can guarantee a positive outcome. Please discuss your wishes with your doctor in the event your pet's condition becomes life threatening. Unless directed otherwise, all attempts to resuscitate your pet will be performed. These steps can be expensive and are not often successful. Please let your doctor know whether or not you desire resuscitation if your pet should have a heart or breathing stoppage.

---

### The Cost of Care

Due to the technical nature of some conditions, it is not always possible to accurately predict the outcome and associated costs with this. You will be given an estimate to cover the first part of your pet's stay in our hospital. If significant variation from the estimate occurs (**greater than 20%**), you will be appraised of the additional cost. Please discuss any concerns with us before we begin treatment as this may minimize any misunderstandings. **Please be vigilant about asking how changes will affect the cost of treatment.**

---

### You Make the Difference

Your decision to seek the care of a veterinary referral hospital demonstrates the level of your commitment to your pet. Your continued efforts to understand your pet's condition and to follow the discharge instructions will help make the difference in your pet's ability to recover. We will work with you to help your efforts to provide the best quality of life for your pet.

---

Thank you for choosing  
Georgia Veterinary Specialists  
&  
Emergency Care





*Now offering Specialized  
Medicine and Surgery Services*

Internal Medicine

Cardiology

Ophthalmology

Surgery

Neurology/Neurosurgery

Dermatology

Radiology

**Emergency & Critical Care  
Emergency Service  
24 hours 7 days a week**

**For More Information  
Please contact us at  
404-459-0903**

**Or visit us at our website  
[www.gvsvet.com](http://www.gvsvet.com)**

**Internal Medicine**

Mark Dorfman, DVM, MS, ACVIM  
Meri Miller, DVM, ACVIM  
Derek Duval, VMD, ACVIM  
Sophia Avgeris, DVM, ACVIM  
Shannon Flood, DVM, ACVIM

**Surgery**

Julie Duval, VD, ACVS  
Alan Cross, DVM, ACVS

**Ophthalmology**

Stacy Andrew, DVM, ACVO  
Renee Kaswan, DVM, MS, ACVO

**Cardiology**

Darlene Blischok, DVM, ACVIM

**Neurology/Neurosurgery**

Ronald Johnson, DVM, ACVIM

**Dermatology**

Robert Schick, DVM, ACVD

**Radiology**

Gustavo Sepulveda, MS, DVM, DACVR

**Emergency & Critical Care**

***Emergency Services Coordinator***

Jenya Katz, DVM  
Jean Sonnenfield, DVM  
Stanley Hunter, DVM

Holly Gaines, DVM  
Erin Jackson, DVM  
Jim Jackson, DVM  
Christopher Lewis, DVM  
Laura Servis, DVM  
Amy Treadwell, DVM  
David Tubman, DVM



**Georgia  
Veterinary  
Specialists**

**When Your Pet Is  
Hospitalized At  
Georgia Veterinary  
Specialists**

**Albert Schweitzer Center**

**455 Abernathy Road NE  
Atlanta, GA 30328**

**Phone: (404) 459-0903  
Fax: (404) 459-6462**

**[www.gvsvet.com](http://www.gvsvet.com)**