

 Klinika dla Małych Zwierząt WĄSIATYCZ	KLINIKA DLA MAŁYCH ZWIERZĄT WĄSIATYCZ SP. Z O.O.			
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HOSPITALIZATION REGULATIONS				
Location		Date		
The Clinic offers the possibility of hospitalizing animals that require constant medical supervision and constant professional care. The animal caretaker gives informed consent for the animal's hospitalization and familiarizes themselves with the hospitalization regulations.				
RULES FOR STAYING IN THE INPATIENT CARE UNIT				
1. Animals remain under the care of duty veterinarians and technicians 24 hours a day, 7 days a week. 2. Each animal has a separate box equipped with blankets, hygiene pads, bowls, litter boxes, and other necessary equipment. 3. We do not accept leashes, pillows, blankets, or toys into the Unit – these items are very easily lost during the daily cleaning of the boxes. 4. We accept medications currently being administered to the animal, collars, harnesses, and carriers. If the patient requires specialized nutrition – food.				
RULES FOR PROVIDING INFORMATION ABOUT THE ANIMAL'S HEALTH STATUS				
1. Duty doctors contact you standardly once a day between 11:00 AM and 4:00 PM, after previously examining the animal, so as to inform you about its current condition. During this time, we ask that you ask any questions. During the conversation, we will determine further proceedings together with you. 2. In special cases, we contact you outside the hours specified in point 1. This occurs after performed procedures, specialized examinations, or when the attending physician wants to directly establish treatment details with you. 3. In the event that the patient's condition changes or worsens, regardless of the time of day, we contact you immediately to inform you. 4. It is not possible to call back most of the phone numbers we use to call you; we also do not read SMS messages sent to them. 5. In situations where you wish to additionally contact the duty doctor – please leave a message at the reception. The duty doctor will call back as soon as they finish examining the patients. On the morning shift, this is usually only after examining the animal, while on the afternoon shift, only after 10:00 PM. We call back as quickly as possible. Calls to you are made from restricted numbers. 6. No information regarding the patient's condition is provided during the night shift. 7. During a longer stay of the patient in the Inpatient Care Unit, reception staff contact the Caretaker to inform them of the current treatment costs. 8. The animal Caretaker designates one person to contact the Clinic. Information regarding the patient's health status and the course of hospitalization is provided only to the designated person. Only the designated person, in consultation with the doctors, makes decisions regarding changes/modifications in the diagnostic and treatment process.				
PAYMENT RULES				
1. In the case of patients requiring long-term hospitalization, the Caretaker is obliged to pay the bills regularly once a week. 2. The consent for inpatient treatment costs, signed at the moment of admission to the Unit, includes costs covering diagnostics and treatment planned during hospitalization. Additional procedures that arise during hospitalization (resulting in a change in costs) occur only after your telephone approval. This does not apply to life-threatening situations for patients. Consent does not include the costs of examinations performed during the admission visit.				
VISITS				
1. Visits are permitted once a day. 2. Visiting hours for patients from the Inpatient Care Unit are as follows: Monday to Friday: 11:00 AM – 2:00 PM and 4:00 PM – 8:00 PM on weekends and holidays: 4:00 PM – 8:00 PM 3. During visits, in the afternoon hours, there is no possibility of another conversation with the doctor. The patient's condition is always discussed during the telephone conversation in the morning hours.				

PICK-UPS
1. Picking up a patient from our Unit is scheduled between 11:00 AM – 2:00 PM and 4:00 PM – 8:00 PM. In these time slots, you will receive detailed information from us about the patient's condition, recommendations regarding further treatment, and care in home conditions. 2. During the night shift, it is impossible to issue medications for the continuation of treatment at home.