Our clinic is located at 3787 Summer Avenue, between Highland and Graham, and next door to the Animal Emergency Center.

Drop off is 7:30 - 8:30 a.m. on your appointment date. When you arrive for drop off, please enter the clinic and check in with the staff member at the front desk who will give you further instructions. Please **DO NOT** line up outside if you arrive early - wait in your vehicle until the clinic opens at 7:30 am. Arrival time does not determine surgery order. **Please be on time. Arriving late to drop off will result in forfeiture of your appointment and/or a $20 late fee, IF we are able to accept your pet late, which is rare.**

NO FOOD AFTER MIDNIGHT THE NIGHT BEFORE YOUR PET'S APPOINTMENT, but water is okay. If a pet has food after midnight, they cannot have surgery as they are at risk of aspirating under anesthesia and/or developing aspiration pneumonia, both of which can be fatal.

Cats must be in individual cat carriers. If you do not have a cat carrier when you arrive, please come in our clinic and purchase a cardboard carrier ($5) before bringing your cat in. DO NOT bring a cat in your arms or in anything not secure.

If you are bringing in an outside, inside/outside, stray cat, aggressive cat, etc. as a domestic cat, they must be friendly and able to be handled by our staff. If your cat is unable to be safely handled, your cat must come in a live, humane trap (like a raccoon trap that feral/community cats come in), otherwise we cannot see them.

Pick up is staggered by species. **Cat pick up is at 4:00 pm.**

All pets MUST BE PICKED UP BY 4:45 PM, AT THE LATEST, and 4:30 pm for Friday appointments. If you have an emergency and cannot pick up the time we close, please call us as soon as possible to discuss your options. Arriving past closing for pick up will result in a late fee and/or your pet will taken to AEC for boarding at your expense. If you have different species of pet on the same day, you will pick up at whichever time is the latest.

On the day of your appointment is it important that, if needed, we are able to get in touch with you. If we need to contact you, we will do so by text or call so it is the pet owner's responsibility to make sure we have an accurate phone number on file. This is the number you list as cell/mobile when scheduling.

You will receive another email with the option to complete your intake form/surgery consent online. If you do not complete this online, you will need to complete a paper copy the morning of your pet's appointment. If you continue receiving emails reminding you to complete the form,

you have not submitted it. The only way to complete digitally is by filling out the required fields (highlighted in red on the form) and then click submit to clinic on the bottom.

Intake/consent forms are not reviewed until the day prior to your appointment. If you entered any of the following incorrectly when scheduling, let us know by email immediately: sex of pet, pet's current medications, or pet's current illnesses/conditions. This includes, but is not limited to, if your pet has an undescended testicle, heart murmur, or hernia as these are medical conditions. Medications that can prevent a pet being able to have surgery include but are not limited to: steroid based medications (oral and injectable), heartworm treatment injections (melarsomine), and NSAIDs (carprofen, galliprant, etc.) If your pet is currently taking any medications or has been given recent injections, let us know as soon as possible. If anything is incorrect or you do not enter accurate information, we likely will not be able to see your pet on the appointment date you have chosen and you will lose your deposit. Please note: Nursing females cannot be spayed until kittens are weaned. In heat pets can be spayed as normal.

Pets must be healthy for surgery and anesthesia. For cats, this includes but is not limited to, being free of upper respiratory symptoms such as eye or nose discharge, coughing, sneezing, wheezing, etc. These symptoms are not only likely contagious to other cats but can make anesthesia a higher risk. If your cat has any of these symptoms, you need to visit your full service veterinary clinic for treatment and your cat must be symptom free for at least 2 weeks prior to surgery.

The post-op care instructions have been sent to your email and are available on our website as well. We recommend reviewing those prior to your appointment in case you have any questions. A paper copy will be sent home with your pet after surgery as well. Please note: Male cats can still impregnate unaltered female cats for up to 6 weeks post surgery.

Full payment of services is due the MORNING of your pet's appointment. Spay Memphis accepts cash (EXACT CHANGE HIGHLY PREFERRED, we CANNOT break large bills for small amounts), all major credit/debit cards, and phone/tap pay (Apple, Google, Samsung, & Android) as payment for services. **We DO NOT accept checks or Care Credit.** If you have not already prepaid, Spay Memphis will send a request for payment by email the day prior to your pet's appointment. If your pet's appointment is on a Tuesday, you will receive the payment link the Friday prior to the appointment as we are closed on Mondays. This payment request will reflect your $10 deposit already paid, as well as additional services requested. Payment links are only sent if your intake/consent form is completed. If you requested grant funding and this was approved, it will be reflected in your prepayment balance as well. It is the pet owner's responsibility to check if grant funding was applied, we do not email approval or denials as qualifications are clearly listed at https://spaymemphis.org/grant-donor-funding/.

A high risk waiver may need to be signed for your pet's surgery to proceed. These may be sent prior to the appointment if it is regarding an issue we know in advance, such as brachycephalic breeds (short nose/snout). If issues are noted during their check-in exam (URI, overweight, underweight, etc.), this will be sent after our veterinarian performs their exam. If you receive a high risk waiver by email, you will be able to choose to sign to proceed with surgery, decline to proceed with surgery (which will cancel your appointment if sent prior/no surgery will be performed if sent day of). Failure to respond to a high risk waiver sent the day of surgery will result in your pet not having surgery performed.

If you would like to add additional services, please choose which services you would like on the digital intake/consent form, which was sent to you in a separate email. A list of services offered are also attached to this email. Core services that every cat should receive annually to stay healthy are the Rabies vaccine and FVRCCP vaccine. Kittens should receive 4 rounds of the FVRCCP vaccine, 3-4 weeks apart. While we do not require a pet be vaccinated to use our spay/neuter services, it is highly recommended. Please note, a 3 year Rabies vaccine can be given if you show proof that your pet received a 1 year Rabies vaccine last year or a 3 year Rabies vaccine in past 3 years and it is not overdue.

A nail trim and ear mite check is complimentary with every cat spay/neuter surgery, if needed. Please note: cats that spend any time outdoors will not receive a nail trim if we are aware of this information. **Pre-op bloodwork is required for pets 7 years of age and older (which is an additional $45) to ensure they are healthy enough to undergo anesthesia.**

Pet owners who take advantage of the digital intake form and prepayment link options significantly speed up your check-in process as well as limit contact. However, forms can be completed and payment can still be made when dropping off your pet the morning of their appointment.

Need to reschedule or cancel? Email us at info@spaymemphis.org to cancel or to reschedule by NOON the day prior to your appointment using the email on your account/email used to schedule the appointment. Do not schedule a new appointment date if you already have one scheduled as our system cannot confirm it. Any appointment not canceled or rescheduled by noon the day prior to your appointment is considered a no-show. No-shows will be charged a $10 no-show fee per pet (forfeiture of deposit) and any remaining pre-payment will be refunded. Multiple no shows will result in no longer being able to use our clinic. When emailing to reschedule, please be prepared

to respond back quickly so we can open the spot to others. Spay Memphis reserves the right to limit the number of times a pet can be rescheduled.