

## Spay Memphis Appointment Information

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 park and check in with the staff member at the front desk who will give you further instructions.

No food after midnight the night before your pet's appointment, but water is okay. Dogs must be leashed or if small enough, in a carrier. Cats must arrive in individual cat carriers or kennels. If you do not have individual cat carriers, you will be charged \$5 for cardboard cat carriers.

**Please be on time. Arriving late to drop off will result in forfeiture of your appointment and/or a \$20 late fee.** If you are running late for drop off in the morning, please call 901-324-3202 (press 1) to see if we are able to accept your pet late.

Pick up will be at 3:00 pm for dogs, 4:00 pm for domestic cats, and 4:30 pm for feral/community cats in traps. All will have until 5:00 pm to pick up, **AT THE LATEST. Arriving after 5:00 pm for pick up will result in a late fee and/or your will pet will taken to AEC for boarding at your expense.**

You will receive another email with the option to complete your intake form and surgery consent release online. If you do not complete this online, you will need to complete a paper copy on the morning of your pet's appointment. If you continue receiving emails reminding you to complete the form, we have not received it. The only way to complete digitally is by filling out the two required fields (highlighted in red on the form) and then click submit to clinic on the bottom.

The post-op care instructions are attached to this document and to your confirmation and reminder emails. 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.

A nail trim and ear mite check is complimentary with every domestic pet spay/neuter surgery, if needed. **Pre-op bloodwork is required for dogs and cats 7 years of age and older (which is an additional \$35) to ensure they are safe to undergo anesthesia.** If you are using a grant fund to help with the cost of surgery and cannot afford the required bloodwork, let us know! Some grant funds will also cover the cost of the bloodwork.

**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 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 may receive this link on the Friday prior to the appointment instead. This payment request will reflect your \$10 deposit already paid, and include requested grant funding applied if they were approved, as well as additional services requested.

If you requested to use grant funding that requires proof of assistance, age, etc. and did not upload proof when scheduling, you will be required to show proof when dropping off your pet. If you are not sure if you provided proof when scheduling, email us at [info@spaymemphis.org](mailto:info@spaymemphis.org) to ask. If proof is not provided by the morning of surgery, the grant will be removed and full payment of services will be due. **If you requested to use a grant or would like to, please carefully review all information on grant funding at <https://spaymemphis.org/grant-donor-funding/>, as not everyone who qualifies can be approved and all policies are listed on that page.**

If you would like to add additional services, please choose which services you would like on the digital intake form or email which services you would like to add to [info@spaymemphis.org](mailto:info@spaymemphis.org). A list of services offered are attached to this document as well. Please note, a 3 year Rabies vaccine can be given if you show proof that your pet received a 1 year Rabies vaccine in the past 12 months or a 3 year Rabies vaccine in past 3 years and it is not overdue.

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. *Please note: Check-in can take upwards of 30 minutes if consent forms are not signed digitally and prepayment isn't completed.*

**IMPORTANT: If your pet is actively taking a steroid-based medication or in the midst of heartworm treatment (not preventative), please email [info@spaymemphis.org](mailto:info@spaymemphis.org) to let us know immediately.**

Need to reschedule or cancel? Email us at [info@spaymemphis.org](mailto:info@spaymemphis.org) to cancel or to reschedule by noon the day prior to your appointment. **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 pre-payment will not be refunded. However, pre-payments can stay on your account as a credit, minus the \$10 no-show fee. If you need to reschedule an appointment after noon the day prior to your appointment, you can do so at [spaymemphis.org](http://spaymemphis.org).**

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**The following services can be added to your pet's spay or neuter appointment if requested. None are required, with the exception of bloodwork for pets 7 years +. Full description of each available on our website.**

Surgery cost is listed by each species for your convenience and does not reflect grant pricing if you requested a grant to be added.

**DOGS** (surgery cost is \$100 and includes a nail trim, pain injection, take home pain medication, and an e-collar)

**Additional Services Available:**

- Rabies Vaccine: **\$10**
- Rabies Tag: **\$6** (Shelby County only but excludes Germantown, Collierville, & Bartlett)
- DAPP Vaccine: **\$10 OR** DAPP+Lepto Vaccine: **\$30**
- Bordatella Vaccine: **\$15**
- Heartworm Test: **\$15**
- Pre-Op Bloodwork: **\$35** (required for 7+ years old)
- Deworming: **\$5**
- Flea Preventative: **\$5** (applied in clinic only)
- Microchip: **\$20**
- Post-Op Sedative: **\$5** (Trazodone)

**CATS** (surgery cost is \$55 and includes a nail trim and long-lasting pain injection)

**Additional Services Available:**

- Rabies Vaccine: **\$10**
- FVRCP Vaccine (Feline 1-HCP): **Currently free OR** FVRCCP+Feline Leukemia Vaccine: **\$30**
- FELV/FIV Snap Test: **\$20**
- Heartworm Test: **\$15**
- Pre-Op Bloodwork: **\$35** (required for 7+ years old)
- Deworming: **\$5**
- Flea Preventative/Deworming Combo: **\$5** (applied in clinic only)
- Microchip: **\$20**
- E-collar: **\$5**
- Cardboard Cat Carriers: **\$5** (cats must be in separate carriers)

**Flea/tick and heartworm preventatives now sold by individual doses or in 6 and 12 month supplies - and we now carry Proheart12! Ask a staff member for more information.**

# Post-Surgery Care Instructions (for the next 7-10 days)



## No Licking!

Licking or chewing at the incision can cause infection. If an e-collar is sent home with your pet, keep it on the entire healing period.



## Check the Incision

The small green line is the tattoo indicating your pet is fixed.

What the incision looks like today is normal. Check twice daily for redness, swelling, or discharge. All suture and glue are dissolvable.

## Keep Incision Dry

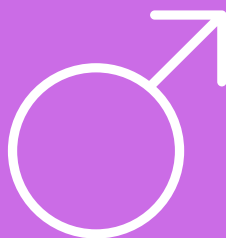
Water can dissolve the surgical glue, exposing the internal sutures & causing infection.



## Separate Animals



Males can still impregnate unaltered females up to 6 weeks post-op. Unaltered males can also injure a recently spayed female.



## Incisions on MALES are left open

They are left open to drain. It is normal to see some discharge and some "oozing".

## No Human Medication!



Human medication can be dangerous and fatal! Do NOT give any medication that is not prescribed by a veterinarian specifically for your pet. Your pet has received a long-lasting pain injection at the time of surgery. If you were sent home with additional medication, give only as directed on the label.

## Restrict Activity

During the healing time, pets should be kept as calm as possible. Dogs should be walked on a leash to prevent running.

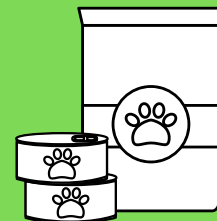


## Food

It is normal for your pet to be nauseous from the anesthesia for up to 24 hours. Do not change their food as it can cause more stomach upset.

## Water

Dogs should be given small amounts of water at a time tonight. Other pets can have their normal amount of water.



## The following symptoms should be addressed IMMEDIATELY:

pale gums; depression/lethargy; persistent vomiting, appetite loss, or diarrhea lasting more than 24 hours post-surgery; heavy discharge or bleeding from incision or vulva; difficulty breathing; difficulty with urination or bowel movements; or significantly decreased water intake



Spay Memphis offers rechecks Tuesday - Friday between 9 am - 2 pm for any post-op complications resulting directly from the spay or neuter surgery. Email [info@spaymemphis.org](mailto:info@spaymemphis.org) or call 901-324-3202 for more information. Your regular veterinarian must address any illnesses or injuries that are not a direct result of surgery.

Spay Memphis cannot be held responsible for any animal requiring attention outside of those re-check hours. If there is an emergency when we are closed, the following facilities may be able to see your pet, at your own expense:

- Animal Emergency Center : 901-323-4563 (3667 Summer Avenue)
- Day & Night Animal Hospital: 901-500-7556 (4670 Summer Avenue, has extended hours)



# Instrucciones Postoperatorias (para los siguientes 7-10 días)



## No Lamer!

Lamer o masticar la incisión puede causar infección. Si se envía un collar/cono a casa manténgalo puesto durante todo el periodo de recuperación.

## Mantenga la incisión/seca

El agua puede disolver el pegamento quirúrgico, esponjando suturas internas.

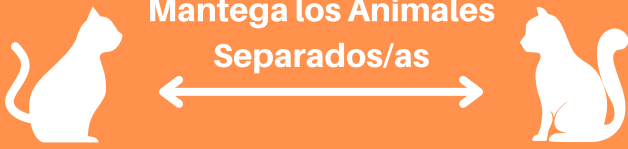


## Revise la Incisión

La línea verde, pequeña, es el tatuaje que indica que su mascota está esterilizada.

Revise la incisión dos veces al día. Para ver si hay hinchazón, secreción y irritación. Como se mira la herida hoy es normal.

## Mantenga los Animales Separados/as



Los machos aún pueden fecundar en hembras alteradas hasta 6 semanas después de la cirugía. Machos intactos pueden lastimar una hembra recientemente operada.

## Las incisiones en los machos se dejan abiertas.

Se dejan abiertas para drenar, es normal ver un poco de secreción.

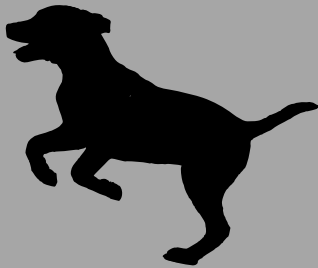
## No le dé medicamento de humanos!



Los medicamentos para humanos pueden ser peligrosos y fatales. No le dé ningún medicamento que no haya sido recetado por un veterinario específicamente para su mascota. Su mascota ha recibido una inyección duradera para el dolor en el ombligo de la cirugía. Si lo enviaron a casa con medicamentos adicionales, dé los solo como se indica en la etiqueta.

## Restringir la actividad

Durante el tiempo de curación, las mascotas deben mantenerse lo más tranquilas posibles. Los perros deben ser paseados con correa para evitar el sobre ejercicio.

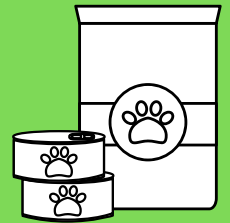


## Comida

Es normal que su mascota tenga náuseas hasta 24 horas después de la cirugía. No le cambie su comida porque puede causar molestia estomacal.

## Agu

A los perros se les debe dar una cantidad pequeña de agua en la noche. A las demás mascotas se le puede dar una cantidad normal.



## Los siguientes síntomas deben tratarse de inmediato:

Encías pálidas; depresión/letargo; vómito persistente, pérdida de apetito, o diarrea que dura más de 24 horas después de la cirugía; secreción abundante o sangrado por incisión o vulva; dificultad al respirar; dificultad para defecar; disminución o signo de fatiga de ingestión de agua



Spay Memphis ofrece revisión de martes - viernes de 9 am - 2 pm, para cualquier complicación postoperatoria resultada directamente de la esterilización. Mande un correo electrónico a [ingo@spaymemphis.org](mailto:ingo@spaymemphis.org). O llame al 9013243202 para más información. Su veterinario de servicio completo debe tratar cualquier enfermedad o lesión que no está directamente relacionada con la cirugía de esterilización.

Spay Memphis no se hace responsable de ningún animal que requiera otra atención médica que no sea relacionada con la cirugía de esterilización. Si hay una emergencia cuando estamos cerrados pueden acudir a las siguientes por su cuenta

- Animal Emergency Center : 901-323-4563 (3667 Summer Avenue)
- Day & Night Animal Hospital: 901-500-7556 (4670 Summer Avenue)

