

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 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 at the front door if you arrive early - wait in your vehicle until the clinic opens at 7:30 am. Arrival time does not determine surgery order.

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 is fine. If your dog needs a muzzle, please have this on your dog before coming into our clinic or come in to ask a staff member to borrow one to put on your dog.

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 to see if we are able to accept your pet late.

Pick up is staggered by species. Dog pick up is at 3:00 pm. Domestic cat pick up is at 4:00 pm. Feral/community cat pick up is at 4:30 pm.

All pets MUST BE PICKED UP BY 4:45 PM, AT THE LATEST. If you have an emergency and cannot pick up the time we close, please call us as soon as possible to discuss your options as fees will apply. Arriving past closing for pick up will result in a late fees 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. For example, if you have a dog and a domestic cat scheduled on the same day, you will pick both up at 4:00 pm, which is the domestic cat pick up time.

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.

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, weight of pet (off by 20+ lbs), 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. If your male pet has both testicles undescended, please email us asap. 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 puppies/kittens are weaned.**

The post-op care instructions are attached to this email. We recommend reviewing those prior to your appointment in case you have any questions. A paper copy will also be sent home with your pet after surgery.

A nail trim and ear mite check is complimentary with every dog or domestic cat spay/neuter surgery, if needed. **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.**

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 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 not sent unless 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 the day prior to the appointment if it is regarding an issue we know in advance, such as brachycephalic breeds (short nose/snout) and breeds at high risk of clotting disorders (typically Dobermans). If an issue is 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), or if you do not respond, then no surgery will be 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. Please review this as some additional services prices have increased recently. An updated intake/consent form was sent to you reflecting these changes. Core services that every dog should receive annually to stay healthy are the Rabies vaccine, DAPP vaccine, Bordatella vaccine, and a heartworm test. Puppies should receive 4 rounds of the DAPP 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.

The check in (and check out) process at our clinic is attached to this email. 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: Payment links are NOT sent unless your digital intake/consent form was completed. Check-in can take upwards of 30 minutes if consent forms are not signed digitally and prepayment isn't completed.*

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. Please note that any changes to an appointment must be requested through the same person (and email address) that scheduled the appointment.

Spay Memphis Inclement Weather Policy:

We try not to close if at all possible, but opening during winter weather conditions depends on whether our staff can safely get to the clinic and if our clinic has electricity. If you have an appointment on a day our clinic has to close, you will receive a text and an email informing you of the closure and you will be contacted when our clinic reopens to reschedule. Please direct any questions to info@spaymemphis.org.

In below freezing temperatures, pets that are recently spayed/neutered must be kept inside only/in a temperature controlled space (outside of brief, leashed walked, bathroom breaks) as anesthesia and a shaved abdomen make it too difficult for them to regulate their own body temperature.

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: **\$15**
- Rabies Tag: **\$1** (can only be added with Rabies vaccine, does not serve as city/county licensure)
- DAPP Vaccine: **\$15** **OR** DAPP+Lepto Vaccine: **\$30**
- Bordatella Vaccine: **\$15**
- Heartworm Test: **\$20**
- Pre-Op Bloodwork: **\$45** (required for 7+ years old)
- Deworming: **\$5**
- Flea Preventative: **\$10** (applied in clinic only)
- Microchip: **\$25**
- Post-Op Sedative: **\$5** (Trazodone)

CATS (surgery cost is \$60 and includes a nail trim and long-lasting pain injection)

Additional Services Available:

- Rabies Vaccine: **\$15**
- FVRCCP Vaccine **\$15** **OR** FVRCCP+Feline Leukemia Vaccine: **\$30**
- FELV/FIV Snap Test: **\$25** (required if getting vaccine above)
- Heartworm Test: **\$20**
- Pre-Op Bloodwork: **\$45** (required for 7+ years old)
- Deworming: **\$5**
- Flea Preventative/Deworming Combo: **\$10** (applied in clinic only)
- Microchip: **\$25**
- E-collar: **\$5**
- Recovery suit: **\$15**
- Tapeworm treatment injection: **\$10**
- Cardboard Cat Carriers: **\$5** (cats must be in separate carriers)