

# Animal Rehab Center

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## Physical Rehabilitation Drop-Off Protocol

1. Our schedule allows for a certain number of rehab patients per day, dependent on the type of therapy performed. Please schedule with the front desk as far in advance as possible, as some days will fill up quickly.
2. Standard drop-off is between 8- 9 am. Drop off can occur 7-8 am, however there will not be a rehab assistant available during that time. A CCRP (rehab certified vet) will assess and develop each patient's daily plan between 9-10 am, and rehab will begin soon after. All patients must be here by 9 am so that we may determine the order of patients and begin rehab on time! Feel free to bring lunch or snacks, toys, blankets, or anything else that may make your pet feel more relaxed.
3. There will be a select number of appointments in the morning for clients that would like to wait for therapy to be completed or be present for therapy. These appointments are allowed for aquatic therapy, laser therapy, or single/short therapies, such as ultrasound therapy. Ask the front desk for availability and qualifying therapies.
4. A team of trained rehab assistants perform rehab therapy on each patient individually. For continuity of care, we try to ensure that the same rehab assistant works with the same patient at each visit. The attending veterinarian will observe or assist with therapies as needed.
5. A rehab team member spends an average of 40-90 minutes with each patient daily, depending on the therapy performed. Active therapy totals 30- 60 minutes. Often, nervous or painful patients benefit from having their therapy divided into intermittent sessions throughout the day, which results in a more comfortable and therapeutic experience. We also thoroughly cleanse our equipment between each patient, prepare equipment based on each patient's needs, and prepare discharge information from the vet and rehab staff.
6. Standard pick-up for rehab patients is from 4 pm- 6 pm. We do our best to accommodate clients' schedules, but we cannot guarantee an early pick-up. Please allow for extra time if needed to demonstrate home exercises. You will receive a phone call a rehab assistant when your pet is ready to go home, and a discharge time will be finalized then. If you are not able to pick up by our closing at 6 pm, your pet will be transferred to Charlotte Street Animal Hospital (208 Charlotte St., 28801) for a \$10 fee, and pick there can be until 9 pm.
7. When you pick up your pet, you will receive a discharge sheet with a summary of the rehab performed that day, as well as notes from the rehab staff on your pet's performance. Below this, under an asterisk line, there will also be notes from the rehab vet regarding recommended home exercises and continued plan.

*We are honored to help contribute to your pet's wellbeing. Please do not hesitate to contact us with any questions.*