



Pre-cautions before Hospitalization (MED-010E)

- 1 The Hospital provides 24-hour animal inpatient service, provided by around the clock veterinary and medical staffs on site.
- 2 It is the animal owner(s) / duly authorized agent(s) / person(s) with statutory or other lawful authority over the animal (the "Owner")'s responsibility to provide one person as a contact point for the Hospital (**"Contact 1"**) to notify of changes in the animal's condition in case of emergencies. Contact 1 does not have to be the owner themselves. Please also provide an additional contact person for the Hospital to contact in case Contact 1 cannot be reached (**"Contact 2"**).
- 3 The Hospital will only disclose updates of the animal's condition to **ONE** designated contact person.
- 4 The Hospital will contact either Contact 1 or 2 anytime from **3:00pm to 6:00pm** in case of any updates. Please make sure that all contact numbers provided are connected to properly functioning telephone devices. If the call is not picked up, the Hospital will not be able to contact the person again on the same day (except under emergency as adjudicated by the Hospital's professional judgment).
- 5 If there are any changes in the animal's condition, the Hospital will consider the animal's overall health condition and best interests and may **provide emergency treatment, transfer the animal to the Isolation** or recommend the animal to be **transferred to other hospitals**.
- 6 Should the animal be required to be hospitalized for **more than 7 days**, the owner must pay a second deposit to the Hospital on the eighth day, from the first day of hospitalization.
- 7 General visiting hours of the hospital are held over 2 sessions a day:
 - 7.1 (A) **1:00pm to 2:30pm**; (B) **6:30pm to 8:00pm**
 - 7.2 The visiting time for each session is **15 minutes for each animal**.
 - 7.3 **Maximum 2 people** are allowed to visit during each session, and only the animal's owner or the designated authorized agent can visit the animal at the Hospital during its hospitalization.
 - 7.4 Visiting animals in isolation is prohibited.
 - 7.5 If you want to visit the animal, please **register at 50A Reception** for each visit, and wait for instructions. If the situation is overcrowded, the Hospital may have alternative arrangements.
- 8 **No photographing, recording, or feeding** is allowed in Hospital, the Hospital reserve the right to suspend your visit.
- 9 To provide a safe environment for the animal, the Hospital reserve the right to forbid **any animal, child under 6 years of age, or anyone** to enter the Hospital. To avoid any incident(s), the parent must always look



after their child.

- 10 If you would like your animal to be discharged from the hospital, you must contact your attending veterinarian first. If the animal is discharged **before 7:00pm**, it will only be charged for 1 day of hospitalization.
- 11 If the animal injures itself in an escape attempt, refusal of food, soil itself, become ill, or die while in the Hospital, the owner will hold the Hospital free of any responsibility and/or liability in the absence of gross negligence.
- 12 In situations where any first aid or authorized treatment performed is unsuccessful and the animal suffers from undesirable side effects or complications that may lead to further injuries, damage, disability or death during the hospitalization period, the owner must understand that the consent herein provided was given with fully informed understanding of the risks associated and the owner shall not hold the veterinarian and/or the Hospital liable for any claims thereof.
- 13 Where an owner insists to discharge the animal without the attending veterinarian's authorization or where the owner refuses to sign a discharge form before existing the Hospital with the animal, the owner immediately assumes full ownership and responsibility of any potential consequences that may result in the deterioration of the animal's health, including any permanent disability or death, and shall not hold the Hospital or any of its staff, agent, or contractors liable.
- 14 Please re-read in detail all terms and conditions in the Consent Form.
- 15 This list is non-exhaustive, and the Hospital reserves the right to add or amend the terms stated herein without any prior notice. It is the owner's responsibilities to ask any questions regarding hospitalization if in doubt.

For any questions or enquiries, please call the Hospital at **2393 2070**; WhatsApp **9629 8860** or email to cs@npv.org.hk; Should there be any inconsistency or conflict between the English and Chinese versions of the Agreement, the English version shall prevail. Should you wish to refer to the English version of this form, please contact our receptionist or your attending veterinarian for a copy.