



What to Expect When Your Pet is Admitted to our Emergency Hospital



Firstly,.....

Thank you for entrusting us with the care for your beloved pet at the Animal Referral and Emergency Centre.

Staff remain vigilant all day and night, and you can be rest assured, knowing that we are closely monitoring your pet, and meeting their needs around the clock.

When your pet requires admission to hospital

On admission to hospital, your pet first has an identification collar placed, which is very similar to the id band humans wear when admitted to hospital.

Your pet is provided with any treatment, diagnostic tests and nursing care provided as discussed with the veterinarian during your consultation.

Please let us know if your pet is on any regular medications or a particular diet – we may request that these are brought in during their hospital stay.

When should I call?

Depending on the time of day, we recommend calling a few hours after admission to get an update from our friendly veterinary and nursing staff.

For further days in hospital you can expect the hospital veterinarian to call you between 9am and 12pm. Our hospital veterinarian will examine and assess your pet before discussing their ongoing treatment plan together with you. This allows our staff to provide your pet with the best care possible.

Our doctors will also call you to update you on test and procedure results.



Please do not hesitate to contact the Staff at AREC if you have any questions or concerns regarding your pet's condition. Alternatively you can phone your regular Veterinarian in business hours.

1300 838 669

Our experienced nursing staff are integral to your pet's treatment and care during their hospital stay, and they can provide you with further updates on your pet's condition.

If there are any concerns with your pet, you will be contacted immediately, so please be sure to check the contact numbers you have left with us, and ensure your phone is close by.

If you have a tentative discharge appointment booked please call prior to your appointment to confirm your pet's plan after discharge.

Please note: Our staff are unavailable to give patient updates between 6am-7am and 6pm-7pm due to patient handover.

Can I visit my pet in hospital?

Due to social distancing unfortunately we cannot provide 'in hospital' visits with patients to our treatment area. However, you may be able to visit them in a consultation room. Please discuss this with our friendly staff, and we encourage a courtesy call prior to coming to the hospital.

Please call 02 4957 7106 before arrival



Please do not hesitate to contact the Staff at AREC if you have any questions or concerns regarding your pet's condition. Alternatively you can phone your regular Veterinarian in business hours.

1300 838 669