



improving the quality of lives of pets and their people.

Dog Clinic Policies for Surgical Services

Please read the following information carefully. By attending our clinic and signing consent forms you are agreeing to and accepting all of the clinic policies before bringing a dog for surgery. Our policies are intended to put the dogs' needs first.

Feeding

Please take food away from dogs after 9 pm for dogs dropping off for an AM appointment and after 9 am for dogs dropping off for a PM appointment. Puppies under 16 weeks of age can continue to be offered their regular meals until dropping off for surgery.

Surgical Release Forms

These forms must be completed legibly and signed prior to surgery. Incomplete or illegible paperwork will result in refusal of services and cats/dogs being returned unaltered. Please read all documents thoroughly and print legibly.

Right to Refuse Services

We reserve the right to refuse services to any person who engages in any inappropriate treatment of cats/dogs, medical staff, volunteers, Board members, other clients, co-animal welfare organizations or property.

Check In

All dogs must arrive at the clinic on a leash, in a carrier intended for pet use, or carried by the owner. Dogs must remain on leash or in a carrier until checked in and taken by medical staff. Please stay in control of and closely watch your dog during the check in process, as some dogs that come to the clinic may be aggressive towards other dogs.

Microchip

All dogs are scanned for microchips. If a microchip is found, no further services are performed unless the chip registrant is presenting the dog for surgery. We will attempt to contact the chip registrant and inform him/her how the dog was transported to the clinic and how best to retrieve the dog.

If a microchip is not found, one will be implanted. **ALL** dogs are microchipped for their safety and to prevent them from being euthanized at area shelters.

Tattooing

ALL dogs will receive a small green line at near their surgery site to indicate that they have been sterilized to prevent them from having an unnecessary surgery in the future in the event that they become lost or are rehomed.

Aggressive Dogs

We will do our best to accommodate aggressive dogs. Owners of aggressive dogs may be asked to stay with their dog until the dog is sedated and can be handled by medical staff. The Big Fix reserves the right to refuse services to aggressive dogs that pose an extreme risk to volunteers and staff. Poi Dogs & Popoki is not liable for any injuries caused by aggressive dogs.

Medical Problems

We do not provide full-service veterinary care other than spay and neuter. Medical issues observed by the staff are noted, and the information is passed on to the owner. We do not dispense nor prescribe medications or vaccinations. We may refer you to your regular veterinarian if further care is indicated.



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Additional Services

We do not provide test kits or perform onsite testing for heartworm, tick borne diseases (ehrlichia, anaplasmosis), or intestinal parasites. We do not perform pre-anesthetic blood work. Please contact your regular veterinarian for routine care.