JASMINE
どうぶつ総合医療センター

Jasmine Animal Referral Hospital

Jasmine ICU Visitation Rules

The following is to be referred to when visiting your pet during hospitalisation.

We understand that hospitalisation can be a stressful situation, for both pets and owners, as your pet is in a new environment in a foreign country and separated from you. Therefore, at Jasmine Animal Referral Hospital, we allow **once a day visitation** for owners to see their pets in the ICU, which we hope provides some comfort for you both during this time. Visitation is permitted from the next day after surgery, as your pet will require rest on the day of surgery.

Visitation hours: 10AM - 6PM (last visit 5:30PM)

(Appointments to be booked via reception in advance)

We ask for your understanding that if the ICU is particularly **busy or attending to an emergency** during these visitation hours, **times may be adjusted** at the discretion of the ICU team to accommodate inpatient care. We will try our best to let you know of any changes in advance to avoid any inconvenience.

Please note that the **visitation time allowance includes**: the **vet's update** regarding your pet's **recovery progress** and **treatment plan changes** (if any), the vet **answering any questions** you may have, as well as **seeing your pet in the ICU**. (For example, if the vet update and owner questions take 25 minutes, you would have 5 minutes left remaining to see your pet in the ICU.)

If a **fluent English speaker is not available** for your visitation time, the attending vet may **use a translation device** which could **take a bit more time**, so please bear this in mind during your visit.

During your pet's **initial recovery stage (first 2-3 days)**, it is important to **keep your pet calm** and to **avoid overexcitement**. It is for this reason, we kindly ask your visit (seeing your pet) to be kept to **10 minutes maximum**. During the initial recovery period, your pet will need to **remain in the oxygen kennel during your visit**, meaning **holding your pet at this stage is prohibited**.

If your pet becomes overly excited at the sight of you, we may pause visitation and ask future visitation to be completed via a video call, in person but from a distance, or no in-person visit but photo/video updates via Google Chat instead.

After the initial recovery stage, **visitation time** increases to **30 minutes maximum** with your pet. If the vet feels your pet is stable without oxygen supplementation, we can consider visits outside of the oxygen kennel.

In more **complex cases**, we recognise it may take the vet a **longer time** to ensure full explanation of your pet's condition and treatment options. We also understand that you may have **more questions**, which would increase visitation time. Therefore, in these cases, we ask for your understanding that **after your maximum visitation time has passed**, any **further questions** will need to be answered via the **Google Chat when the vet has time to reply**. *Please note that the Google Chat is not monitored or replied to 24/7*

If an extended discussion regarding your pet's condition is required and the consultation takes a considerable amount of additional time, an **additional consultation fee may apply**.

The **chat use** is for the following: for us to **send the laboratory results** to you, for the vet to communicate your **pet's progress and treatment plan** in the morning (update is once a day if your pet is stable, the same as local Japanese clients), and if our staff have time to take photos/videos of your pet these may be sent. ***The team will be busy caring for your pet, as well as other patients, and so **photos and videos are only sent if we have time to take them**.* We thank you for your understanding on this matter and ask you not to request photos or videos on the chat. The chat allows us to communicate more easily and promptly when telephone conversations may be challenging due to language barriers. We give updates when we can, and **we usually do not respond after hours (6pm).**

In the case of an emergency, you would be notified via phone call, so please keep your phone with you at all times and make sure it is not on silent.

If you are **running late** or can **no longer make the reserved visitation time**, please **let us know** as soon as possible so we can let our ICU team know, and try our best to **re-arrange another visitation time if you cannot attend at all**.

If you are running a little bit late to a visitation, but would still arrive within your scheduled visitation time, please note that **we can only accommodate the visitation time up until the end of your allocated slot**. E.g. The owner's visitation slot is from 10-10:30AM, the owner arrives at 10:15AM - only 15 minutes of visitation would remain. This to ensure other owners also have the ability to visit their pets,

and for the ICU team to be able to provide the care, medications, investigations and feeding on schedule.

We know it can be a comfort to spend time with other owners in a similar situation, who have travelled from abroad for the MVR procedure. We ask that **if you are visiting the hospital to support another owner or friend, please refrain from asking the ICU staff about your own animal's condition, as the visit time is dedicated to each owner specifically.** For our **staff's safety and privacy**, we also request that **no photos or videos are taken of our staff**, this also applies to other patients and their privacy. Please refrain from posting any pictures taken on social media.

Thank you for your time and understanding.