



ICU/Hospital Visitation Policy

Hawthorne Animal Hospital's ICU doctors and technicians are committed to providing the best care possible, 24 hours a day, 7 days a week. Your pet's smooth recovery is our priority. The hospital has established the following visitation policy to help support the team in caring for each patient.

1. Visitation hours are 8-11 a.m., 2-4 p.m., and 7-9 p.m. daily. Exceptions to these can be made on a pre-arranged basis. Please call before coming to visit pet.
2. The nurse will be calling on a regular basis to give an update on your pet's condition and answer your questions. However, it is not always possible for the nurse to receive phone calls while providing care for patients. Please leave a number with the receptionist and your pet's nurse will call you back as soon as possible.
3. No food or drink is allowed in the ICU or treatment areas.
4. The hospital doctor on duty shall determine where visitation will occur. As a rule, stable patients will visit with their families in the exam room. Unstable patients will visit with their families in the ICU.
5. Only 1 family with a maximum of 2 people per patient are allowed in the ICU at any one time.
6. Visits are limited to **15 minutes**
7. Families visiting the ICU are asked to refrain from touching other patients or reading their medical information. Children shall remain with their parents/guardians at all times.
8. Isolation is a restricted area and as such, clients will only be permitted to view their pet through the window as permitted by the ICU doctor. Potentially infectious patients may have visitation restricted by the attending DVM. By law we are not permitted to share information regarding other hospitalized patients.

We appreciate your cooperation and understanding. The above guidelines will help us maintain our standards of care.

*Thank you,
Your Hawthorne Health Care Team*

Updated 9/12/15

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