



## Clinic Check-In and Pick-Up Instructions

**FixNation clinic is a busy operation that must be conducted efficiently if we are going to sterilize and treat as many cats as possible. Please help us make things go smoothly by reading this thoroughly.**

### **IMPORTANT GENERAL INFORMATION:**

All animals face risks when undergoing anesthesia, and you will be required to sign a release which holds FixNation, its staff and facilities harmless should a cat experience complications or death. You should also understand that any cat deemed by our veterinarians or staff to be too ill or injured for surgery may be turned away during check-in and referred to a full-service veterinary clinic. All pregnancies of feral cats will be humanely terminated.

### **BEFORE YOU COME TO THE CLINIC:**

**You must have a reservation in advance before you can bring a cat into the clinic.**

**Cats must not have eaten after midnight the night before surgery.** The only exception to this is kittens who are four months or under. Kittens this young cannot go without food too long prior to surgery because their blood sugar levels will get too low. So for kittens under four months of age, wet food should be provided up until the morning of surgery. (See Pre- and Post-Surgery Instructions for more information.)

**Feral cats must be brought into the clinic in humane traps. No feral cats should be brought in carriers, cardboard boxes, taming cages or makeshift carriers.** Bringing a feral cat in a carrier is very unsafe because our vet techs must take the cat out in order to anesthetize the cat, which creates a VERY UNSAFE situation for both the cat and the vet tech. It's both safer and easier for our vet techs to anesthetize the cat through a trap, and it's also better to monitor the cat's recovery through a trap since it's easier to see inside.

**Trapped cats must be fully covered at all times with a trap cover, towel or blanket.** This includes being covered when you house them overnight, when you transport them to and from the clinic, and while they are at the clinic. If your towel or cover isn't big enough to fully cover the trap (reaching the bottom of the sides, front and back), then please use two covers. **DO NOT USE PLASTIC TO COVER THEM.**

**If two or more cats are trapped in one trap, DO NOT attempt to separate them.** Instead, bring enough empty traps into the clinic with you so that each cat can go home in his/her own individual trap after surgery. Make sure you bring a cover for each trap, too. If you do not have enough empty traps, still bring the kitties into the clinic the day of surgery as FixNation may be able to provide some to you, depending on availability, and at the very least bring enough extra carriers for each cat to go home in.

**We cannot accept kittens less than two pounds in weight, or cats that are visibly sick.** Cats must also be in good health to be eligible for surgery; cats with visible signs of upper respiratory infection will be turned away. Severely injured cats may also be turned away and referred to a full-service vet.

**If there is visible food still in the trap, the cat will be turned away for surgery,** due to the likelihood the cat ate after midnight and which poses a risk for vomiting during surgery. Make sure when you are trapping, you do not put any bowls or cans in the trap. See our Humane Trapping Instructions on how to bait a trap properly using the aluminum foil trick.

**Please remove any FixNation masking tape ID letters** (from prior clinic reservations) from both the trap and the trap cover every time you bring the trap into the clinic. The ID letters are how we match up the cat, the trap and the right paperwork throughout the day. This might seem like a small detail, but it's critical to make sure you get the right cat back at the end of the day.

### **CHECK-IN PROCEDURES:**

**You must have a reservation in advance before you can bring a cat into the clinic.**

**Check-in time is between 7:00 – 8:30 a.m. PLEASE ARRIVE AT THE CLINIC ON TIME!**

**When you arrive at the clinic, leave your cats in the car and come inside to complete the check-in paperwork.** We will require one check-in form for each cat you are bringing in. This is not the same as the initial application form you filled out to get enrolled at FixNation. The check-in paperwork is basically the cat's "medical chart" for the day. After you complete the check-in paperwork, you can then bring your cats into the clinic.

On the check-in paperwork, you will need to provide your name, address, phone number(s), cat description, colony address, and any known medical issues going on with the cat. It's important to note all medical issues you are aware of (i.e., pregnant, mange, tapeworms, etc.)

**Please make sure you are available by phone and check your messages frequently that day.** On your check-in form, make sure you list the phone number where we can reach you at all times throughout the day -- from the time you leave our clinic until we notify you that your cats are ready to go home. This is critical, as we may need to reach you in the case of an emergency.

Your signature on this check-in form is evidence that you have agreed to all FixNation terms listed, so please read the form thoroughly. You will be given a yellow copy of the check-in form for your records.

Our check-in team has to work quickly in the morning in order to get all cats admitted so surgery can start on time. They will not have time to answer lengthy questions, issue out more traps or give a tour of the clinic. Questions about our programs and requests for traps or training should be directed to FixNation at another time.

### **PICKING UP AT THE END OF THE DAY:**

**Our staff will call you as soon as your cats are ready to go home.** This may be as early as after lunch or as late as 5:00 p.m., depending on how many cats we have that day and how difficult surgeries are. There are so many unpredictable variables when working with feral cats that the completion time will vary each day.

**FixNation does not board cats overnight, nor is there any staff on hand to monitor cats overnight.**

If you are running late, or have an unforeseen and genuine problem and can't pick up your cats before we normally close, call the clinic immediately and speak to our receptionist.

When you arrive to pick up your cats, the discharge coordinator will inform you of each cat's sex, estimated age, medical services performed and any special instructions or medications. Please make sure you understand any special instructions concerning post-surgery treatment. The pink form you are given at pick-up is both your medical record showing the cat has been fixed/vaccinated as well as your receipt.

Payment for any additional services such as FeLV/FIV testing or micro-chipping will need to be paid at pick-up. We accept cash or checks (no credit cards).

---

**PLEASE HELP US HELP MORE CATS.** While our services for feral cats are free, it costs hard dollars to provide the medical care we deliver. We sincerely appreciate any donation you can make to our clinic. FixNation is a 501(c)3 non-profit organization and all donations are tax-deductible. Your generosity will allow us to help even more feral and stray cats.

Volunteers are always needed for both FixNation and for our sister program, Best Friends Catnippers! Please see the admitting coordinator if you can contribute your time and talent, or know of others who might be interested.



**FixNation, Inc.**  
7680 Clybourn Avenue  
Los Angeles, CA 91352  
[www.fixnation.org](http://www.fixnation.org)

**Hotline: (818) 524-2287**  
**Fax: (818) 767-7791**



**Best Friends Catnippers**  
P.O. Box 26  
Woodland Hills, CA 91365  
<http://www.bestfriends.org/la>  
-click on *Catnippers*  
**Hotline: (818) 377-9700**  
**Fax: (818) 767-7791**