

Frequently Asked Questions (FAQ)

Peterborough Regional Spay/Neuter Clinic

What is the difference between a spay and a neuter?

A spay (ovariohysterectomy or ovariectomy) is performed on female cats and dogs. A neuter (orchidectomy) is performed on male cats and dogs. Please ensure you are booking your pet under the appropriate service for both the species and sex.

When is the best time for my pet to be spayed and neutered?

This varies uniquely based on each individual animal. Our staff at the PRSNC are unable to advise you, since this is a discussion to be had with your regular veterinarian.

Do you perform surgeries on other animals?

At this time, we only offer spays and neuters on cats and dogs.

Can my pet visit your clinic only for vaccines or for a health-related concern?

Unfortunately, we cannot offer vaccination-only appointments or see pets for general health concerns. Please reach out to your regular vet.

Is there any reason my pet would be declined for surgery?

We can only perform surgery on animals in good health. If your pet has a health concern, such as an infection or a significant heart murmur, we will redirect you to your regular veterinarian. If an animal is too aggressive for our staff to safely handle, your pet may be declined and advised to seek out your regular veterinarian.

How do I book an appointment?

Our booking is online through the [Digitail portal!](#) Follow the prompts and please provide all information requested. This includes your full name, phone number, and home address. In order to find an available date, you may have to search several months in advance. If you are unable to access online services, please contact our staff by email or phone. Please provide as much information as possible about you and your pet, so we can assist you quickly and efficiently.

How do I know my appointment is officially booked?

Initially you will receive a confirmation email that your request has been received and is pending in our system. **Please be patient since this first email is not a full confirmation of your appointment.** Your appointment will be manually confirmed by staff at a later



date. At the same time, you will receive consent forms to be signed and an invoice that must be prepaid. Please read the consent forms fully and carefully, as it includes instructions for your pet's appointment. **If you do not receive consent forms or an invoice, then your appointment is not officially confirmed.**

How do I pay for my pet's surgery?

All appointments must be prepaid two weeks in advance. You can pay with a credit card online via Digitail. If you require an e-transfer instead, please send it to bookkeeping@ptbohs.com and include the name of your pet in the message. Please confirm that the name on the transfer matches the name on your file and you've included your pet's information in the "notes" section. This assures your payment is properly processed.

What other services do you offer?

We offer microchipping, rabies vaccination, FVRCP vaccination (Feline Viral Rhinotracheitis, Calicivirus, Panleukopenia), and DAPP vaccination (Canine Distemper Virus, Adenovirus, Parvovirus and Parainfluenza). Pricing for these services are listed on our website. We can also offer one month's worth of flea/tick medication for your pet, which is priced based on weight. You can request these extra services when dropping off your pet on the day of surgery. If you request these services, payment must be processed before pick-up. These invoices are sent via Digitail on the day of surgery.

When do I drop my pet off? When do I pick them up?

When you request your appointment on Digitail, you will see a small section of time slots. This morning time slot is when your pet is expected for drop-off. Regardless of drop-off time, all pets are picked up in the afternoon on the same day.

What happens at drop-off?

Please bring cats to the front door entrance inside a secure carrier and dogs to the back entrance on a suitable leash for safe handling. Due to the risk of harm to your pet, **we cannot accept cats without a carrier and dogs must be leashed.** Please bring dogs to the back door and respect space between other clients who may be waiting. There is appropriate signage to follow if needed. Staff will greet you and confirm your information. Please provide an accurate phone number at which you can be reached in need of emergency. Staff will also confirm if you require extra services, as stated above. Please be prepared to show proof of your pet's rabies vaccination to staff. If proof of rabies vaccination cannot be provided, vaccination will be administered here at the clinic at an additional cost.





What happens at pick-up?

Please return to the front door for cats and the back door for dogs. Staff will greet you and discuss the [post-operative care instructions](#) with you. These care instructions are also available on our website for your convenience; **we strongly encourage reviewing this form to prepare yourself for your pets' recovery at home.** Your pet will be sent home with three days of post-operative pain medication. We do recommend a cone or 'body suit' to protect your pet from licking at their incision. At this time, we can only provide cones, with the cost depending on the size required for your pet.

What about recheck appointments after surgery?

We do not book post-surgery recheck appointments unless requested by clients with specific concerns for their pets' recovery. If you have a concern, you can contact us by phone or email to set up an appointment.

I have lots of questions and concerns about surgery and my pet. Can you advise me?

Concerns about surgeries and pet health are best discussed with your regular veterinarian. Answers often vary depending on individual animals and circumstances, and are best given by a veterinarian who knows your pet.

I feel that my pet needs specialized care. Can you advise me?

If your pet has special needs, it is recommended that you contact a full-service veterinary clinic.

My pet has anxiety/aggression and cannot be kenneled. What should I do?

Pets are taken in the morning at drop-off and kept in kennels for the duration of their stay, until pick-up in the afternoon. We do our best to accommodate animals with kennel-related anxiety, however all animals are in kennels for the duration of their stay and housed among other pets who may be loud, barking, hissing or otherwise disruptive. Aggressive animals may be turned away if our staff cannot safely handle them. If you feel your pet would not do well under these circumstances, then our services may not be right for you.

What about accommodations for cost?

All of our costs are listed on our website. These rates are already highly discounted. We currently cannot offer any additional discounting or compete with pricing from other clinics. Contact the office if you would like to set up a payment plan. Please be advised that payment is due **prior** to the appointment.