

## Frequently Asked Questions

1. What services do you provide?
  - a. Fixing dogs & cats – spay females and neuter males (same day drop off & pickup – no pets stay overnight)
  - b. Wellness services –
    - i. vaccinations (Rabies, Feline Leukemia, Bordetella, Distemper, etc.)
    - ii. heartworm testing & treatment
    - iii. dental cleaning
    - iv. Microchip
    - v. Deworming
    - vi. Fecal tests
    - vii. Blood tests
    - viii. Basic spa services – nail trim, ear cleaning, express glands
    - ix. Health Certificates
    - x. Heartworm, tick & flea medications – Heartgard, Nexgard, Vectra, Trifexis, Imoxi, Seresto & more (see pricing on website at: [AFvet.org/Clinic/ Price List](http://AFvet.org/Clinic/PriceList))
  - c. No emergency services
  - d. No sick or injured pets
2. Can anyone use your services?
  - a. Yes, no matter where you live
3. When are you open?
  - a. Open every Tuesday through Friday
  - b. Open from 7am until 5pm
  - c. Exceptions apply for Holidays
4. Where are you located?
  - a. In Brenham, TX
  - b. 3901 Hwy 36 North – approx. 4 miles north on Hwy 36 from Hwy 290 intersection
5. Are you a Shelter?
  - a. No
  - b. We are a clinic, not a shelter; we do not rescue animals; You cannot drop off a found animal to us; take found animals to your local shelter or pound
6. Do you Board dogs or cats?
  - a. No
7. Do you offer grooming services?
  - a. No
8. What is your email? [scheduling@animalfriendstexas.org](mailto:scheduling@animalfriendstexas.org)

9. What forms of payment do you accept?
  - a. Cash
  - b. Credit Cards – Visa, Mastercard, AmEx, Discover
  - c. Checks are NOT accepted
  
10. Do you accept Pet Insurance or Care Credit?
  - a. No
  
11. Do I need an appointment?
  - a. Yes
  
12. How do I make an appointment?
  - a. Call the Clinic – 979.277.0400
  - b. Send a Request for an Appointment online – website: [Afvet.org](http://Afvet.org)
  
13. Why are deposits required:
  - a. Deposits are necessary to hold your spot on our schedule
  - b. Deposits are applied to your invoices for services
  - c. Animal Friends is only able to maintain our low-costs by filling every slot on our schedule - every day
  
14. How old does a cat/dog need to be able to be fixed?
  - a. 4 months old AND 4 pounds
  
15. Can you fix a feral cat?
  - a. Yes
  - b. Cats must be in a trap or crate; only one cat per trap/crate
  - c. Cats must not have eaten after 9pm the night before surgery
  
16. What does it cost to fix a cat?
  - a. Male cats = \$60
  - b. Female cats (if not pregnant) = \$85
  - c. Cats must have a current rabies vaccination; if none, then Clinic staff will give him/her one and charge you our regular rates
  
17. What does it cost to fix a dog?
  - a. Male dog neuters – depends on weight
  - b. Female dog spays – depends on weight
  - c. See price list for rates for dogs & cats on website: [AFvet.org](http://AFvet.org)
  
18. What is my total cost?
  - a. Total cost per visit depends on what services you are seeking, and for which pet.
  - b. As noted above, dogs and cats vary on cost
  - c. See our pricing brochure on our website: [AFvet.org](http://AFvet.org)

19. Does the surgery cost include sedation?
  - a. Yes - we provide drugs specially for your pet to insure a smooth Induction (putting to sleep) and recovery for your pet.
  
20. Do you have an on-line pharmacy – so I can order pet medicines, heartworm/tick, etc?
  - a. Yes
  - b. If you are an active client with Animal Friends, you can order many products at our pharmacy; which are then mailed directly to you at no cost
  - c. VetSource – go to our website: AFvet.org    Online Pharmacy Button
  
21. Do you have a mobile unit to come to me?
  - a. No – we do not have a mobile unit
  
22. Can you explain the surgery process?
  - a. Intake process – exam by our veterinarian
  - b. Client completes all paperwork
  - c. Pet is given a sedative
  - d. Pet is put under anesthesia during operation
  - e. Veterinarian commences surgery; assisted by a vet tech(s)
  - f. Pets are given antibiotics & pain medication
  - g. Pets are transferred to warming pads
  
23. Do you give pain medications for our pets after surgery?
  - a. Yes:
    - i. Dogs are given pain meds to take home which is included in the cost of surgery;
    - ii. Cats they are given a Pain shot that will last several days; so you don't have to attempt to give your cat any pills; included in cost of surgery
  
24. What can I do if I have many stray cats?
  - a. Step 1 – catch or trap them
  - b. Step 2 – get each of them fixed
  - c. Step – find homes for each stray (approach friends/neighbors/co-workers; advertise on NextDoor & FaceBook)
  
25. What Full Service Veterinarians are available in the Brenham area – for emergencies, injured or sick pets?
  - a. Brenham Vet Hospital – 2455 Hwy 290 West    979.836.2472