

Frequently Asked Questions

Q: Are you open on weekends?

A: Our clinic is open Monday-Friday.

Q: How soon can I get an appointment? Is there a waiting list?

A: It all depends on when the request is submitted. I can typically get you in within 3-7 days. If you submit a request on the weekends please note you may not get a response until the next business day.

Q: Do I have to be a resident of the city or meet a certain income level to use this service?

A: Absolutely not! Our clinic welcomes anyone to use our service.

Q: How old does my pet have to be to have surgery?

Pet	Age	Weight
Dog	6 weeks +	3lbs
Cat	6 weeks +	2lbs

Q: What times are your surgery appointments?

A: It is actually similar to an outpatient procedure. Once your appointment is scheduled you will drop off on that day from 7:30am-8:30am and pick up the same day from 4pm-5:30pm.

Q: Do I have to pay any additional fees for medicine or an e-collar (cone)?

A: There is no additional cost for medication and you may purchase an e-collar at the time of pick up.

Q: Does my pet have to be up to date on shots in order to schedule an appointment?

A: A Rabies vaccination is not required, but can be purchased. We can administer a rabies vaccine for \$20.

Q: What other services can I receive while my pet is having surgery? Can you declaw my cat?

A: Wellness services can also be purchased. Please request services at drop off. Our clinic does not declaw cats.

Q: I am a foster for a rescue, do you offer any discounts?

A: We are happy to service rescue groups, but we do not offer any discounts.

Q: What methods of payment do you accept?

A: We accept cash and all major credit cards except AMEX. Please note: we do not accept payments over the phone or online.

Q: Is it ok if someone else picks up or drops off?

A: For drop-offs be sure to give your signed release form to the person dropping off. Release forms are emailed to you. At pick up please make sure the person picking up has the funds to pay for the services. You are unable to prepay because we cannot accept payment for services that have not been rendered.

If you have any questions please contact us at 832-395-9011 or email BARCsurgery@houstontx.gov