

The Comfort Pack

A two-part approach to calmer patients, informed clients, and more predictable surgery days

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Move clinical decisions and comfort measures upstream—before the patient arrives on surgery morning.

THE OPPORTUNITY

Binder Animal Hospital redesigned pre-surgical preparation around two coordinated steps: complete bloodwork within 60 days before surgery, then dispense a Comfort Pack before the procedure.

Why change the surgery-morning routine?

- Same-day abnormalities can force rushed decisions or changes in plan.
- Stress and pain reduction measures are more reactive rather than proactive.
- Blood draws, testing, interpretation, and medication dispensing compete with patient preparation.

CLIENT-FACING BY DESIGN

One plan. Clear Actions.

The take-home sheet turns the clinical plan into simple feeding, drop-off, and medication instructions that families can follow before arrival.

Clear instructions make comfort easier to deliver consistently.

OBSERVED IN PRACTICE

- Strong compliance with pre-surgical bloodwork and Comfort Pack use
- Calmer in-hospital demeanors
- Rare-to-no vomiting after opioid premedication
- Less windup pain and more thoughtful scheduling

HOW IT WORKS

- 1

Recommend & schedule
Identify the surgery date—or likely timeframe—when surgery is recommended.
- 2

Complete bloodwork early
Draw within 60 days, often at the recommendation visit or a forward-booked technician appointment.
- 3

Review results in advance
The DVM discusses findings and adjusts the clinical or financial plan before procedure day.
- 4

Dispense the Comfort Pack
Send home species-appropriate medications with written timing instructions.
- 5

Arrive pre-medicated
The family begins medications at home so the patient arrives with comfort measures underway.

Comfort Pack timing

EVENING BEFORE

Maropitant
Both species

MORNING OF

Gabapentin
Both species

MORNING OF

NSAID
Carprofen: dogs • Onsiar: cats

Medication choice, dosing, timing, contraindication screening, and fasting instructions must be individualized by the attending veterinarian.

WHAT OWNERS TAKE HOME

1 FEEDING

2 DROP-OFF

3 MEDICATIONS

Clear, patient-specific instructions help the family begin preparation before arriving at the hospital.

IMPACT

INFORMED OWNERS

Time to understand results and plan changes before surgery.

COMFORTABLE PATIENTS

Anxiety, nausea, and pain addressed before arrival.

CONFIDENT TEAM

A clear diagnostic, treatment, and financial plan.

EFFICIENT MORNINGS

Fewer same-day tests, delays, calls, and dispensing tasks.

GREATER CAPACITY

More predictable flow may support a higher daily surgical caseload.

HEALTHIER HOSPITAL

Pre-surgical bloodwork and Comfort Pack increase appointment ACT.

THE CLIENT TAKE-HOME

Comfort Pack Instructions

Client: Test Client Patient: Test Canine Sex: Male
Date: 3/25/2026 DOB: 1/1/2010 Species: Canine
Phone #: () - Age: 15 Yrs, 2 Mos. Breed: Affenpinscher

Comfort Pack Instructions

1. Feeding Instructions:

Test Canine can have dinner the night before surgery. Food should be lifted before you go to bed. Water can be made available overnight but should be lifted first thing in the morning.

2. Drop Off Instructions:

Please arrive between 8:00-8:15am. One of our team members will review the treatment plan and anesthesia consent form with you so please allow 10-15 minutes.

3. Medication Instructions:

EVENING BEFORE SURGERY
- Give Maropitant as directed on prescription

MORNING OF SURGERY
- Give Gabapentin as directed on prescription
- Give Carprofen, Meloxicam, or Onsiar as directed on prescription.
- Give any other previously prescribed medication as prescribed.
- All medications should be given in the smallest amount of food possible.

Patient-specific directions sent home before surgery day

The result: fewer surprises, calmer arrivals, and more room for the team to focus on surgery.