



La Crosse Veterinary Clinic

Caring Vets  Healthy Pets

Visiting the clinic

There are many ways that people bring their pets to the clinic i.e. carriers, strollers, boxes, totes leashes, slip leads as well as loose. For a lot of these pets, how they come to the clinic is just as important as how they are treated in the exam room. Being kept safe is the most important part of their visit.



To that endeavor, we recommend that all cats come to the clinic in an enclosed carrier or wearing a harness and leash. Please make sure your pet is comfortable in the carrier and in the car. You should bring treats or toys for them if desired. This is especially helpful for new visits and puppies/kittens that could be scared when coming to the vet office for the first time.

We also would recommend that carriers be left out at home and made part of the furniture so that it is not always associated with the car rides and the clinic. Many cats are afraid of car rides and get incredibly stressed and fearful when riding in cars. When they see a carrier come out many will hide. Cats may also have inappropriate behaviors at home any time the carrier is brought out just from the fearful association.

If you are bringing your cat on a leash and harness, remember to carry them into the building and exam rooms. We have a very busy parking lot and many dogs and people coming and going that may not see your cat walking towards the front door. Also we recommend bringing a blanket to help cover their head if they are not comfortable seeing dogs or hearing loud noises.

For dogs, big and small, we ask that the leash be on them from the moment you get them from the car. Either a slip lead or leash (preferably not a flexi-lead) as well as a harness or collar that fits comfortably around the neck or shoulders. The collar should not be too loose or too tight. Owners should be able to fit 2 fingers in between the collar and the neck.



As noted above, parking lots are terribly busy areas with a lot of people and other animals coming and going from the building. Having your pet secured to a leash will help you and us keep track of them at any given time. We do realize that many pets do not wish to come into the building, and we ask that each pet owner help us by showing your pet the complete trust you have in us and in them.

The Trust Pass

To do this we have developed what we like to call the “Trust pass” for big and small dogs. Each dog sees trust a little differently, but many will follow their owner’s lead when asked. For the bigger dogs that are too big to carry or do not like to be carried we ask that each owner walk their pet towards the door and if needed walk up to the door. As the door is opening and the dog is passing through the doorway, pass the leash to the hospital staff member.



As for smaller dogs, passing them out the window of the car or over the exam table, is not ideal and can be very scary for several reasons. Many small dogs are being passed face first and suddenly they have this strange new person in their face. Other times, staff members are holding something in their hands and may drop what they are holding causing a loud noise that may startle the dog and cause more stress. Always make sure the staff member is ready and aware of your intentions prior to passing your dog to them.

The best way to pass a small dog to the staff member is to have you bring them out of the car or stand up when sitting down, so that you and the staff member are on the same level. Then turn your dog so that they are facing you and pass them over to the staff member, tail first. This lets your pet see that you are letting them go to someone else that you trust and that the person they are going to will take care of them and protect them. The staff member should then have the pet held securely at their side as well as provide comfortable footing so that the pet does not feel like they are going to fall.



If at any time you are concerned about your pet’s or the staff member’s safety, please let us know as soon as possible, so that we may adjust the handling of your pet. The more comfortable your pet feels at the veterinary clinic, the happier they will be when coming back for their next visit.