

Basic Veterinary Care

If your foster needs routine veterinary care, such as:

- Vaccinations
- Microchipping
- Deworming
- Flea treatment
- Other basic preventive care

Please schedule an appointment directly through the Medical Line at 346-774-6422.

Important: This phone line is for **non-emergency** situations only.

Basic veterinary appointments are held at Lone Star Pawz Headquarters (HQ) unless you are specifically instructed to go elsewhere.

Appointment Hours

- **Friday: 1:00 PM – 5:00 PM**
- **Saturday: 9:00 AM – 4:00 PM**

Need to request medication?

Please fill out the following form

<https://new.shelterluv.com/form/volunteer/LSPT/184504-medication-request-form>



Medical Emergencies

STOP – Is this a true medical emergency?

Examples of a true medical emergency include:

- Difficulty breathing
- Hit by a vehicle or other major trauma
- Severe bleeding that will not stop
- Active seizures
- Collapse or inability to stand

- Suspected poisoning
- Severe injury or extreme pain
- A life-threatening condition requiring immediate veterinary attention
- Consistent vomiting and diarrhea

If the issue can safely wait until the next business day (vomiting, mild diarrhea, mild limping, coughing, skin concerns, medication questions, etc.), it should be directed to the Medical Line during normal business hours instead of using the emergency process.

Feline Emergencies

Medical Contacts: Courtney & Megan

If your foster has a true medical emergency, immediately create a 4-way group chat that includes:

- You (The foster)
- Donna (The Director)
- Meredith
- Courtney or Megan

The team will guide you on the next steps and direct you to the appropriate veterinary clinic if emergency care is needed.

Canine Emergencies

Medical Contacts: Abbey & Cyndee

If your foster has a true medical emergency, immediately create a 4-way group chat that includes:

- You (The foster)
- Donna(The Director)
- Meredith
- Abbey or Cyndee

The team will guide you on the next steps and direct you to the appropriate veterinary clinic if emergency care is needed.

Spay & Neuter Information

We currently partner with two excellent clinics:

- Houston Spay & Neuter (HSN)
- Fix Ur Pet

While we continue building relationships with additional clinics, Houston Spay & Neuter (HSN) best supports our high-volume scheduling needs.

If you are able to transport your foster to the clinic yourself, arrangements can be made through the Medical Line Monday–Thursday. Please note that weekend management cannot make these veterinary arrangements.

Transportation to Vet Appointments

Lone Star Pawz offers a Tuesday shuttle to and from HSN each week.

Tuesday Shuttle FAQ

If your foster is using the Tuesday shuttle for:

- Spay/neuter surgery
- A Health Certificate
- Or both

Please arrive at Lone Star Pawz Headquarters between 6:30 AM and 7:00 AM for drop-off.

A GroupMe chat is often created to provide updates throughout the day, including estimated pickup times for your foster animal.

Clinic Availability

- Houston Spay & Neuter (HSN): Monday–Thursday with greater appointment availability.
- Fix Ur Pet: Monday–Friday with more limited appointment availability.

Scheduling Guidelines

Cats

- Scheduled for spay/neuter at 4 months of age or upon adoption, whichever comes first.

Dogs

- Scheduled based on age.

- Most puppies are adopted before being altered unless the adopter specifically requests surgery prior to adoption.
- Adult dogs will be scheduled for surgery as soon as possible by either the Medical Team or the Canine Coordinator.

Health Certificate Information

All animals leaving the state of Texas through Lone Star Pawz require a Health Certificate.

The Medical Team will contact you to coordinate the appointment based on your foster animal's scheduled departure date.