

Veterinary Emergency and Critical Care is here to serve you, your clients and your patients in several ways.

1. **New Emergency Case Care:** As veterinarians wanting to offer the most to your clients, it is comforting to know there is a fully equipped emergency facility available to your clients when your doors are closed. We are open for after hours emergencies from 6pm to 8am Monday-Friday, and 24 hours on the weekends and holidays. No appointment is necessary for your clients after hours. We are fully equipped 24 hours a day to perform emergency and critical care procedures, surgery, and intensive nursing care. We always have doctors, and veterinary technicians on site for immediate care. Your clients will be referred back to your care the following business day unless they are unstable for transport, or otherwise directed by you.

2. **After Hour Referrals:** Sometimes, the need for a patient referral isn't evident until after regular business hours, or clients can't transport their pet to our facility until late in the day. In those cases, Veterinary Emergency and Critical Care will accept after hours referral cases. You may call our clinic any time, and speak with the emergency doctor on duty to refer a case. Our emergency doctors are available by phone after 4:30pm. The emergency doctor will ask you details about the current diagnostics and treatments you have performed, and give you a rough estimate of costs that you can pass on to your clients before referral. Your after hours referral patients will receive the highest quality of care from our emergency doctors who work as a team with the referral center doctors 24 hours a day.

When a client arrives to VECC with an after hours referral, the patient will be initially examined by the emergency doctor. If the patient is stable, the emergency doctor will initiate care, and the referral doctor will see the case the following day. The referral clinic doctor can be consulted by the emergency doctor at any time during the night or weekend if the need arises.

After hour referrals that need immediate emergency attention by a specialist such as hemoabdomens, gastric dilatation and volvulus, animals requiring pericardiocentesis, esophageal foreign bodies or gastric foreign bodies requiring endoscopic retrieval will be evaluated and stabilized by the emergency doctor upon arrival. The on-call surgeon or internist will then be contacted to come in immediately for further care.

3. **Overnight Intensive Care:** Our emergency team is on site after hours offering intensive care for LVRC patients, new emergency patients, and **any of your patients requiring intensive care at night and on the weekends.** Please call our office before sending any after hours intensive care cases, and speak to our emergency doctor on duty. Please provide us with details about your intensive care cases, so we can meet your expectations of care, and give you a rough estimate that you can pass on to your clients before they arrive. For overnight intensive care cases, no emergency fee will be charged to your client. They will only be charged for specific services rendered. If one of your staff members chooses to transport the animal to our facility instead of the owner, we will

just need the client's name and phone number. We can then contact the owner for payment, or we can bill your clinic's account directly.