

Although it may seem expensive, after-hours emergency veterinary care is actually a good value. Many factors affect the costs we must charge you to provide your pet with the high level of care he or she deserves.

✿ **The cost of staffing an after-hours facility:**

1. To provide 24 hour per day emergency services our facility must remain fully staffed for over 160 hours per week. Our staffing costs alone are more than 4 times higher than that of your family veterinarian who compresses his or her services into a 40 hour week. The additional utility costs, repair bills, and training costs associated with running a facility 24 hours per day are also reflected in the fees we charge.

2. Even though few patients may arrive in the middle of the night, we must remain open and completely staffed in case emergency or intensive care patients do arrive. Revenue from new appointments does not offset the additional staffing and overhead expenses which occur during these slow periods. Our overall fees must compensate for the costs we encounter during less busy hours.

3. Furthermore, we must pay a premium to entice experienced veterinarians and nurses to work night and weekend shifts. Most veterinarians and nurses wish to work regular weekday hours. After-hours shifts are tough on one's family and social life.

4. Human patients typically cooperate when their physician tells them to do something. No additional help is required. By comparison, it can take 2 to 3 individuals to perform x-rays or take a blood sample from a pet. Pets don't let you know when they have to use the restroom. They chew on their catheters. They refuse to take pills with a glass of water. They not only yell at their nurses but occasionally try to bite them. This all requires additional support by highly trained and dedicated individuals. This costs more.

✿ **The cost of obtaining a rapid diagnosis to expedite treatment:**

1. Pets are more difficult to evaluate, monitor and treat than humans. Many pets are not much bigger than newborn infants. The specialized equipment required for evaluating and monitoring your "babies" is expensive.

2. In emergency situations it is important to achieve a reliable diagnosis as soon as possible. This can only be achieved by having an adequate staff and having access to modern services and technology (laboratory testing, ultrasound, etc.), similar to that utilized in human emergency practices. Unfortunately, having access to such services and equipment at all hours adds to the overall cost.

✿ **The true cost of services:**

1. We do not provide routine veterinary

services - such as immunizations, boarding, food, flea/heartworm treatments - to help offset the overhead and staffing expenses associated with 24-hour patient care.

2. Pet insurance has not been available to offset the costs of patient care. As owners, we are not accustomed to seeing the entirety of a medical bill.

✿ **Why must tests be run:**

1. Unlike humans, pets can't tell you where it hurts, when it hurts, and why it hurts. Because pets are unable to speak, testing and monitoring, which might not be required in humans, are frequently required to find the illness, injury, or problem.

✿ **What are my options:**

We realize that your options are limited in an emergency. Some family veterinarians will see their own patients in the middle of the night. Most do not. That is why most family veterinarians send you to us...for the best after-hours care available.

The extent of care given to your pet is determined ultimately by you, the owner. Every pet owner has a different idea as to what is acceptable pet care. Our veterinarians can only make you aware of the services that are available to you. We guide you in your choices regarding the most important health options for your pet. Our

veterinarians and nurses are willing to go the extra mile for pet owners, but expenses need to be covered. Without charging the fees we do, we could not keep our doors open for 24 hour care. When you think about it, the veterinary care we offer is a “good value”, especially when compared to the cost of human health care. Your veterinary bill is a reflection of the costs of maintaining suitable facilities, equipment, and personnel to provide the level of care you should expect at all hours of the day and night for that special member of your family who needs special care.

We agree that emergency and critical care of your pet can be expensive. To help offset initial costs we offer Visa, Mastercard, Discover and Care Credit (applications are available at the reception desk).

Our Mission:

VSEC provides premiere customer service combined with state-of-the-art technology for your cherished pet.



Our Approach:

VSEC's specialty veterinarians treat and stabilize pets with acute and chronic illnesses every day of the year. Returning your pet to his/her optimal health is our number one priority!

**WHY AFTER-HOURS
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