

# When It Can't Wait Until Tomorrow...

***Appointments are not needed for your pet to access our emergency services. However, if an emergency does occur, it is advised that you call ahead of time so we will be prepared for your pet's arrival.***

## ***Discharge policy***

Patients discharged from the emergency room are to be picked up prior to 8:00 am the following day. An additional fee for day care will be added to late dismissals.

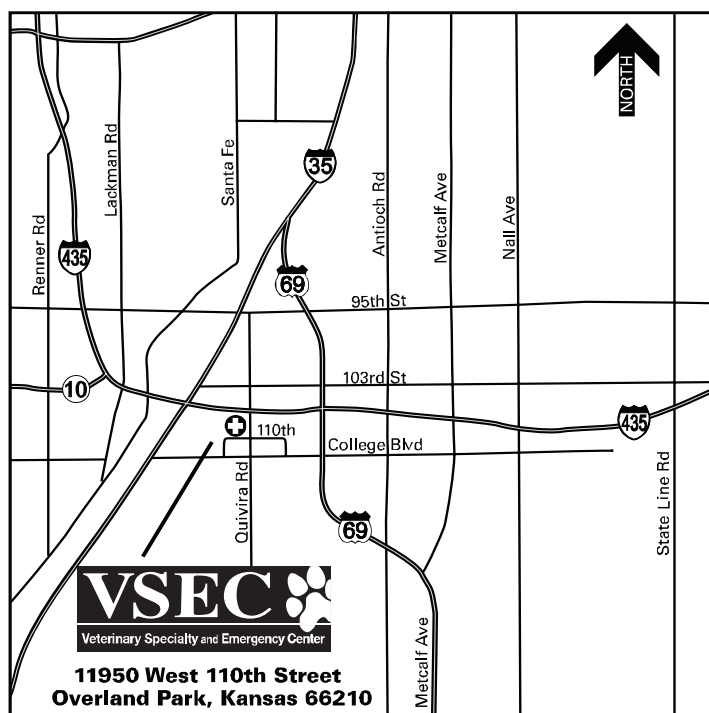
At the time of discharge the emergency veterinarian or nurse will discuss your pet's continued care with you. You may be asked to transport your pet to your family veterinarian if continued care is necessary. With you and your family veterinarian's approval, transfer of your pet's care to one of our specialists can be arranged if it is deemed to be in the best clinical interest of your pet.

## ***Fee Policy***

- The doctors and nurses will develop an estimate of your pet's anticipated fees. This estimate is based on your pet's current health status, but also allows for potential changes that may arise during your pet's stay with us. Next the estimate is presented and discussed with you in detail, allowing you to become familiar with the fees associated with testing and treatment options.
- A deposit of 75% of the total estimate is required before services are rendered. Payment of the balance is required when services are completed, and/or prior to patient discharge.
- For your convenience we accept cash, personal checks, debit cards, Discover, Visa, Mastercard and Care Credit. ***Sorry, we do not bill.***

## ***Communication***

Our experts work as a team to determine the best possible treatment for the care of your pet. We stay in close communication with both you and your family veterinarian to assure that the appropriate decisions regarding your pet's healthcare will be made. Good team communication and collaboration will ensure that your pet receives the necessary follow-up care required to make a speedy recovery. All of your pet's records are faxed to your family veterinarian.



## **How to find us:**

***From I-435 (southern loop) take the Quivira Rd exit and turn south. Turn right (west) just before the McDonalds on 110th Street.***

***From regions south of 110th Street, take Quivira Rd north until you reach 110th Street. Turn left (west) just after the McDonalds.***