

Veterinarian Transfer Information



To our valued referring veterinarians,

KVEC is updating our patient transfer protocols to ensure adequate estimates are given to clients and clients know what to expect upon arrival.

Below is a step-by-step breakdown of everything required to transfer patients to us:

1. Referring DVM calls the clinic to speak with an ER DVM– if we are able to accept the transfer, we will give an estimate for expected cost of care.
2. KVEC DVM will forward this estimate to your clinic for the client to sign. This will then be scanned and emailed back to us, or physically sent with the client.
3. Client calls KVEC to set up a file and inform reception of their ETA.
4. Referring DVM to send completed records – including:
 - Completed transfer form
 - Full medical history
 - Lab work/diagnostic results
 - Radiographs (emailed vs. physical copies)
 - Daily hospitalization form (monitoring sheet)

Please send **completed records prior to sending the client to us.**

We are trying to limit the number of transfers between the hours of 6AM-8AM and 6PM-8PM.

If at all possible, please transfer patients before or after these times to prevent clients waiting in the parking lot unnecessarily. During these times, our caseload increases due to regular clinics closing and our staff have to round cases to the next shift to ensure continuity of care.

Attached you'll also find a brand-new client transfer information form – please send this with clients when you are transferring them to our facility. The information sheet includes directions to the hospital, acceptable methods of payment, and what to expect upon arrival.

Thank you for your continued support and patience while we update our protocols to ensure our staff can adequately and efficiently care for your patients.



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TRANSFER NOTES

- As per usual, **ALL rDVMs MUST CALL KVEC AND SPEAK TO AN ER DVM PRIOR TO SENDING CLIENTS TO KVEC.** This step cannot be delegated to auxiliary staff (RVTs, reception) – no exceptions. The client should then be quoted appropriately as per our DVMs to ensure they are adequately prepared for the expected cost of care upon arrival.
- We are now requiring proof that the client has received our estimate (**please have the client sign the estimate form we email you and email it back to us – a physical copy can be sent with client in if you are unable to send it back**).
- We are frequently having clients arrive unaware of the quoted cost of services. Obviously, **all estimates are subject to change** depending upon patient response to therapy and diagnoses.
- Once a client has agreed to the estimate and will be coming to KVEC, **please have the client call the clinic to set up a file with reception.** An ETA would also be very much appreciated.
- Please remind your clients that **we require the UPPER END of the estimate as a deposit prior to any services rendered.** This can be a hold on a credit card, cash, e-transfer, or debit payment. Alternatively, please discuss veterinary financing options such as ScratchPay or equivalent prior to transferring. **KVEC DOES NOT offer payment plans or deferred payments.**
- Please **send the client information sheet with every client you transfer to us.** This sheet provides information regarding directions to the hospital, what to expect upon arrival, and methods of acceptable payment.

A FINAL REMINDER

- We are NOT a referral hospital and therefore do not have the ability to perform advanced diagnostics (such as MRI, CT scan, echocardiograms, etc.)
- We are able to utilize an ultrasonographer at times for in hospital patients – but we do not provide outpatient U/S services, therefore patients cannot be transferred specifically for this reason (as is often done)
- We are frequently having clients arrive unaware of the quoted cost of services. Obviously, **all estimates are subject to change** depending upon patient response to therapy and diagnoses.
- Some patients who are sent to us need to be referred to a specialty hospital immediately after arriving, and should have gone there initially.
- **Please discuss with the ER DVM whether your patient would benefit from advanced care in a referral hospital to prevent a delay in care for the patient.**