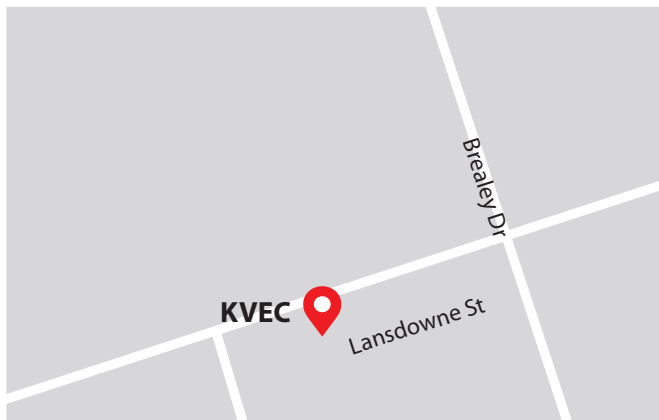


Client Information Sheet

Patient Transfer



Your pet is being transferred to the Kawartha Veterinary Emergency Clinic for continued care. We are a busy 24-hour AAHA-accredited emergency practice. We have earned your veterinarian's trust because we have highly trained and knowledgeable staff and resources which are necessary to provide high quality emergent and critical care. We are equipped to provide diagnostic imaging, bloodwork, hospitalization, emergency surgery, and much more.



1840 Lansdowne Street W, Unit 20, Peterborough, ON
705.741.5832

DIRECTIONS: We are in the Maple Ridge Plaza behind Hockey Sushi at the EAST end of the plaza, facing Brealey Drive.

WHAT TO EXPECT WHEN YOU ARE BEING TRANSFERRED

1. Your vet will have reviewed an estimate for care with you – please sign this and have your vet send the signed copy back to us.
2. Prior to arrival, please call to set up a file for your pet (if you are a new client). We also appreciate an approximate ETA so we can be set up and prepare for your arrival.
3. Upon arrival, please check in with reception. If your pet is stable, it will wait in reception with you until a triage technician is available to take further history and intake vitals. If your pet is unstable or you are concerned about their condition, reception will bring them straight to the treatment area for evaluation.
4. Your vet may have sent you with medications and/or fluids – please hand these to reception or the triage technician when collecting your pet.
5. Once you've spoken with our ER veterinarian and agreed to a treatment plan, we require the upper end of the estimate as a deposit or a hold on a credit card prior to services rendered.

PAYMENT INFORMATION

Accepted Methods of Payment:

- VISA, MasterCard, Debit, Cash, and e-transfer
- Personal Cheques are **NOT** accepted

A pre-authorization (or hold) is taken when a credit card is used, similarly to when you pay for gas at the pump - it authorizes up to a certain amount, but we only charge for the services we've provided at the time of discharge.

We DO NOT provide payment plans or deferred payments – full payment is required at the time of discharge without exception.

If you require financial assistance, please discuss Scratchpay or LendCare with your veterinarian prior to arrival.

ABOUT WAIT TIMES

- We are an emergency hospital and therefore we work on a **TRIAGE** basis, similar to when you visit the human hospital.
- Patients are seen in order of severity and urgency of condition. We try our very best to minimize the wait times for transferring clients, however our wait times are unpredictable and ever-changing.
- Please be patient and kind with our staff if there is a wait to be seen. We will not tolerate verbal abuse.
- Please remain in the waiting room until you've spoken to the ER vet and have left a deposit.