

Veterinarian Transfer Information



To our valued referring veterinarians,

Please take some time to review our transfer process for sending clients to KVEC for continued care. This is to ensure that clients are adequately prepared for what to expect upon arrival, and expected costs.

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 to discuss the case. 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, along with the Client Transfer Package. Clients are expected to sign the estimate prior to transfer, so they are aware of the financial expectation. This can be scanned and emailed back to us, or a physical copy can be sent with the client.
3. Client to call KVEC on route to set up file (if they're a new client) and inform reception of their ETA, so we can be prepared for their arrival.
4. Referring DVM to send completed records, including:
 - Completed transfer form
 - Full medical history
 - Lab work/diagnostic results
 - Radiographs
 - Daily hospitalization form/monitoring sheet

PLEASE send completed records PRIOR to sending the client to us.

We prefer to limit the number of transfer arrivals between the hours of 6-8pm.

If at all possible, please transfer patients before or after these times to prevent clients waiting to see a DVM. During these times, our caseload dramatically increases due to regular clinics closing. Our staff also rounds during this time to the next shift to ensure continuity of care.

Attached you'll also find the client transfer information form – please send this with every client when you transfer 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 continually update our transfer 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 THE CLIENT.** This step CANNOT be delegated to auxiliary staff (RVTs, reception) – no exceptions. The client should then be quoted appropriately based on the estimate we send to ensure they're adequately prepared for the anticipated cost of care upon arrival.
- **Please ensure the client has reviewed our estimate** – we will send you a copy and it is expected that clients sign this prior to leaving your facility. Please scan and email it back to us, or send a physical copy with the client. We frequently have clients arrive unaware of expected cost of services. Obviously, **all estimates are subject to change** depending on 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 reception to set up a file.** We also always appreciate an estimated time of arrival so we can be set up and ready.
- 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, or debit payment. Alternatively, please offer veterinary financing options such as ScratchPay or LendCare prior to transferring. **KVEC DOES NOT offer payment plans or deferred payments.**
- **Please send the client information sheet with every client you send our way.** 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 capability to perform advanced diagnostics (such as MRI, CT scans, echocardiograms, etc).

We are able to utilize a travelling ultrasonographer for in-hospital patients, as well as outpatient services, but availability can be limited. If your patient would benefit from an ultrasound, please discuss with the DVM during the initial transfer call to ensure we can accommodate this. We do our best to prioritize in-patient ultrasounds, and can never guarantee that a stable outpatient will not be bumped to a future date for a more critical pet.

Some patients who are transferred to us need to be sent to a specialty center shortly after arrival. We may decline transfers if we feel the patient would be better served with a referral center, so please discuss with the ER DVM whether the pet would benefit from advanced care to prevent a delay in treatment for the patient.