

# ORAH Info:

## What happens if I need emergency care for my pet?



Your pet's health and your peace of mind are important to us. We want to answer any questions you might have about how you and your pet will get the best possible care in an urgent situation.

### DURING OFFICE HOURS:

In any emergency, please try to call our office before coming in. Knowing you are coming, and knowing even a little bit about the nature of your pet's emergency, allows us to be as ready as possible for your arrival. Our phone number is 802-223-7765

### WHEN THE OFFICE IS CLOSED:

After hours, our hospital answering machine provides both our pager number and the number for the Burlington Emergency Veterinary Service (BEVS). When you call our pager number and enter your telephone number, one of our veterinarians will call back to discuss your pet's situation. Sometimes we are able to suggest things you can do for your pet at home to solve the problem or to keep your pet comfortable until the office is open again. In the event of a true emergency, we will refer you to BEVS. There may be times when our on-call veterinarian is outside a cell phone service area; if you have a true emergency and cannot wait for a call back, please call BEVS directly, at 802-863-2387.

### REFERRAL TO AN EMERGENCY CLINIC:

We are lucky to have a modern, reliable emergency clinic locally (BEVS in Williston). In the middle of the night, on weekends and on holidays, this hospital provides the same level of care as we do in the middle of the day.

Services provided at BEVS include:

- In-house diagnostics such as bloodwork, urine testing, and x-ray
- Specialty tests such as blood pressure, oxygen levels, and poison testing
- Supportive care such as IV fluids and ongoing monitoring by a full staff
- Emergency surgery including cesarean section, bloat surgery, and others

A true emergency is one where these services are essential. If your pet is gravely ill or has been injured badly, you need comprehensive, complete care. In the past, before BEVS opened, we did the best we could during our off hours with no support staff and a closed facility. Now, the presence of BEVS allows us to ensure that your pet gets the high-quality care he or she needs in the event of a serious problem. If need be, we are able to consult with the veterinarian on duty there, ensuring continuity of care between your regular vets at ORAH and the doctors at BEVS.

Please let us know if you have any questions or concerns about your pet's care in an emergency.