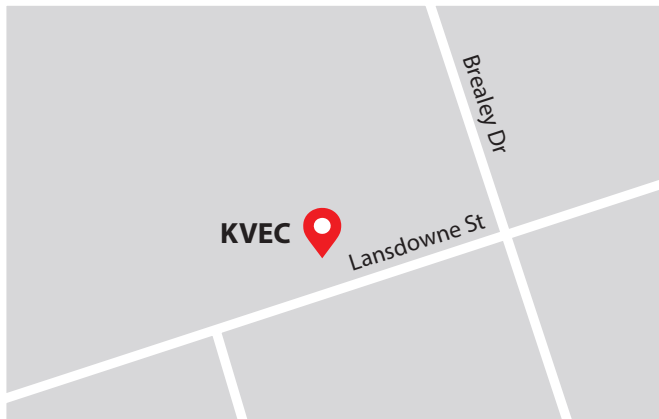


Client Information Sheet

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, Ontario
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 sent you with an estimate for care – please sign this prior to arrival at KVEC.
2. Prior to arrival, please call to set up a file for your pet (if you are a new client).
3. Upon arrival, call us from the parking lot. If your pet is stable, it will wait in the vehicle with you until a triage technician is available. If your pet is unstable or you are concerned about their condition, reception will bring them straight in for evaluation.
4. Your vet may have sent you with medications and/or fluids – please hand these to reception/triage 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 visit Scratchpay.com 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 with our staff if there is a wait to be seen.**
- Remain in the parking lot until you've spoken to the ER vet and have left a deposit.