



IRON HORSE  
VETCARE

COME. STAY. HEAL...

PHONE: 925-556-1234

EMAIL: ironhorsevetcare@gmail.com

## WHAT TO EXPECT DURING YOUR EMERGENCY VISIT

### If your pet has a life-threatening condition (struggling to breathe, collapse, non-responsive, seizures):

- Members of the emergency team will come to your car to get your pet. You will be asked for permission to provide initial life-saving treatments for your pet and given an estimated cost for this care. An emergency team member may ask some additional questions about your pet. After approving emergency care, you will be asked to finish filling out an online form with you and your pet's information and a deposit will be taken.
- Please wait in the parking lot with your phone ringer turned on while the emergency team is stabilizing your pet.
- The veterinarian will call to discuss your pet's condition and treatment recommendations.
- A member of the emergency team will present an estimate for ongoing care. After the estimate has been signed, a hospitalization form has been completed, and you have paid a deposit, you may leave the parking lot.

### If your pet has a stable condition (e.g. small cuts and minor injuries, ear infection and skin complaints, upset stomach, torn toenail):

- A member of the emergency team will come to your car to evaluate your pet. Your pet may be brought into the hospital at this time or may wait with you in the car until the veterinarian is ready to examine your pet.
- We will do our best to give you an estimated wait time, but this is subject to change as patients that need life-saving care are seen first.
- The veterinarian will call you after your pet is examined to discuss your pet's condition and treatment recommendations. A member of the emergency team will present an estimate for care. After the estimate has been signed, a hospitalization form has been completed, and you have paid a deposit, you may leave the parking lot.

### During extended wait times:

- Consider contacting your primary veterinarian to discuss your pet's condition. Some veterinarians may be able to fit in an appointment on short notice.
- For pets with certain conditions an emergency team member may be able to create an estimate for initial testing and care after they have evaluated your pet. You may leave the premises after the estimate has been signed and you have paid a deposit for care. The veterinarian will call you after the initial diagnostics and treatments have been completed.

**Thank You for Following  
Social Distancing  
Practices and Wearing  
Your Mask to Help Keep  
Everyone Safe**

### WHAT YOU CAN DO TO EXPEDITE YOUR VISIT:

- Complete and sign all forms emailed to you for consent as soon as possible.
- Keep your phone's ringer on and keep your phone charged. Doctors and team members will be calling you to discuss treatment and care.
- Make sure your pet is on a leash or in a carrier.

**We know waiting is hard &  
appreciate your patience!**