

## Clermont Animal Hospital - Updated Emergency Care Copy

Dear Clermont Animal Hospital Pet Parents,

After more than 40 years providing around-the-clock emergency services to our patients, Clermont Animal Hospital has made the difficult decision to discontinue offering after-hours services.

We feel that this decision is in the best medical interest of our patients and the financial interest of our clients.

During regular hours, we will continue to offer same-day sick pet appointments at the regular office call price **when a same-day appointment is made BEFORE 10 a.m.**

- Note that these appointments will be placed in an available time slot and are NOT walk-in or on-demand.
- Same-day appointments are for established patients only. New patients may be referred to an urgent care facility or may be offered an urgent care or emergency appointment, based on schedule availability.
- After 10 a.m. or for more urgent cases, urgent care same-day appointments are available at the urgent care price as an appointment overbook. Please be prepared to wait, as we must see our scheduled appointments on schedule.
- Life-threatening emergencies will be nurse triaged immediately and given immediate priority. These cases will be charged an emergency fee.
- Walk-in appointments will be offered an available appointment slot. Clients not wanting to wait for an available slot will be charged an urgent care fee prior to 10 a.m. or an emergency fee after 10 a.m.

For after-hours emergencies, we're excited to announce that we've partnered with [Veterinarian Emergency Group](#) (VEG). Their highly skilled veterinarians are available 24/7 to guide you in determining whether emergency care is necessary.

VEG handles emergencies for ALL pets, from tails to scales, including but not limited to:

- Cats
- Dogs
- Rabbits
- Ferrets
- Pocket Pets
- Birds
- Reptiles/Snakes
- Turtles/Tortoises

Best of all, they work closely with the team at Clermont Animal Hospital, providing status updates along the way to ensure the best follow-up and aftercare.

When the need for urgent medical care arises, and we are unavailable to assist, we know you will be in excellent hands with Veterinary Emergency Group!

Sincerely,

*The Doctors and Staff of Clermont Animal Hospital*