



WEST PARK

ANIMAL HOSPITAL

Emergency Visit Information

WAIT TIME:

- The average wait time for a walk-in emergency appointment is **2-4** hours. Your wait time may be more or less than this based on the volume of pets each day.
 - We work on a first-come, first-serve basis, seeing the most critical patients first.
 - For new clients or pets visit our website to fill out a new client form while you wait to help expedite the process at:
<https://www.westparkanimalhospital.com/new-patient-information>
- Please know that there may be an additional wait after you have been checked out or after your pet is returned to you. Our team will need time to complete treatments, fill medications, and type go home instructions. Additionally, if a critical pet comes in that requires team's immediate attention, this may also cause a delay. We thank you for your patience and understanding.
- If you need to step away while waiting to hear from the doctor, please inform our team so we can assist with arrangements. Owners may choose to drop off their pet at any time to accommodate long wait times. A deposit for the exam fee is required at the time of drop-off, and any additional treatments or services recommended by the doctor will be quoted and due at the time of pick-up.

CHARGES:

- Our emergency team is ready to see your pet from 8am-1am. If your pet is seen by an emergency doctor, you will be charged emergency fees, regardless of when you arrive. To avoid emergency fees, we ask that you call us to set a scheduled appointment for any non-emergency cases (vaccines etc.)
- If your pet needs extensive care, we will review an estimate with you and ask you for a deposit. This is standard practice at all emergency clinics. We do accept Care Credit (financed medical care) and can help you apply for this if needed or desired.

PROCEDURE:

- All emergency cases should come to the first-floor main lobby. **If your pet is in critical condition, alert our team immediately.** *If your pet is potentially contagious (e.g., kennel cough, parvo, etc.), please call us before entering the building. We will escort you through a separate entrance to enter our pet containment rooms to help prevent the spread of disease. Please do not bring contagious pets through the main lobby.*
- For all other non-life-threatening emergencies: Our medical team will get a history on your pet and triage them prior to being seen by a doctor. Based on the severity of your pet's condition, you and your pet will wait until it's your pet's turn for a doctor's examination. We prioritize pets according to the critical urgency of their condition.
- Once your pet had been seen, the doctor will communicate exam findings and recommended treatments in the exam room, or over the phone if you are doing a drop-off. **Please answer all calls from West Park Animal Hospital when utilizing a drop-off ER visit.**

Please be kind to our veterinary staff. Our team has been working tirelessly to provide care for every pet in need, even as demand for veterinary services remains high. We appreciate your patience and understanding as we do our best to help each patient as quickly as possible. If there is anything we can do to make your visit more comfortable, please let us know.

Thank you for entrusting us with the care of your furry family members! We appreciate all of our clients, your patience, understanding and kindness.

Thank you for choosing West Park Animal Hospital

Website

<https://www.westparkanimalhospital.com>

Facebook

<https://www.facebook.com/WestParkAH>

Instagram

<https://www.instagram.com/WestParkAH>

TikTok

<https://www.tiktok.com/@wpahvet>

Client Pet Portal & App

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- Google Play: <https://bit.ly/Vello-Google>
 - Apple Store: <https://bit.ly/Vello-Apple>
 - Web Version: <https://bit.ly/Vello-wpahcle>

*Download our Free VELLO by Idexx App and enjoy one touch scheduling, medication refills, and see your pets' medical records!

