

Emergency & Urgent Care Policy

At Central West End Veterinary Hospital, our primary goal is to ensure that every pet receives timely and compassionate care, especially in emergencies or for urgent care needs. Understanding that emergencies can happen unexpectedly, we have structured our services to accommodate these situations as efficiently as possible.

Scheduled Appointments and Urgent Care Slots:

- While we primarily operate on an appointment basis to provide dedicated time and attention to each patient, we do recognize the need for flexibility. To address urgent care needs, we reserve several slots every day specifically for same-day/urgent care visits that we offer at a premium fee.

Walk-Ins and Emergency Appointments:

- Beyond the reserved urgent care slots, we are able to accommodate emergencies as our daily schedule and staffing levels permit. Given the variability in our daily operations, we strongly encourage you to call ahead before coming to the hospital with an emergency. This allows us to advise you on the current wait times and prepare for your arrival.

Alternative Emergency Care:

- In situations where we are unable to accommodate an emergency appointment due to our capacity or timing, we will provide information for nearby emergency veterinary hospitals. We will also ensure that these facilities receive your pet's medical records for a seamless continuation of care.

Understanding and Patience:

- We understand that emergencies are unplanned and can cause disruptions to our scheduled appointments. We strive to minimize any delays and appreciate your understanding and patience should your appointment be affected by emergency cases.

At Central West End Veterinary Hospital, we are committed to providing the best possible care for your pet, especially in times of urgent need. Your understanding and cooperation greatly assist us in achieving this goal, ensuring that we can offer prompt and effective care to all our patients.