



PERTH VET EMERGENCY



To our valued Colleagues,

We know that you are only too aware that our industry is facing extraordinary times. It has never been harder to recruit and retain Veterinary staff at a time when the demands for Veterinary care have never been higher.

As the providers of Veterinary Emergency and Critical Care in Perth, we would like to ask for your assistance to continue to provide sustainable After Hours and Emergency support for your clients and patients.

Due to ongoing Veterinary staff shortages and illness, our hospitals may have to change our operations from time to time in order to support our existing staff members and maintain care for our patients.

Things that you can do to help us provide the best care for your patients and clients:

- 1. Please always phone ahead to confirm hospital Operations – are we able to see your patient?**
We may need to suggest an alternative hospital is used because of our workload.
- 2. Are there any wait times to advise clients of?**
Wait times are more common now due to workload and informing clients of this before they reach us helps to minimise conflicts. Just because our waiting room looks empty doesn't mean that emergency staff aren't experiencing an extremely heavy workload within the hospital.
- 3. If the clinical history is not ready, that's ok! We understand that you are busy too!**
Please make sure that the treating Veterinarian calls and speaks to the receiving Veterinarian to ensure that important information is communicated and to get an idea of potential costs involved to ensure that referral/ transfer is realistic financially for your client.
It is still essential that history, blood and pathology tests and relevant radiographs are sent through to the emergency centre before you finish your day's work. Due to the rotating shift pattern in emergency hospitals, the veterinarian you speak to before transfer may not be the veterinarian who ends up having to make important decisions for your patient in the middle of the night.

Thank you for your continued support,

We look forward to working with you to provide Emergency and Critical Care services for your patients and clients after hours.

Warmest regards,

Balcatta Vet24

Perth Vet Emergency

Perth Veterinary Specialists

Emergency Veterinary Hospital (EVH)

The Animal Hospital Murdoch University (TAHMU)

WA Veterinary Emergency & Speciality (WAVES)

Animal Emergency Centre Midland

Baldivis Vet Hospital