



2018 Emergency Care FAQ

1) Is there an additional fee for emergency visits?

Yes. Depending on what time of day the emergency service is needed, the emergency fee differs. Urgent calls during weekdays have an emergency fee of \$75.00, emergency calls during daytime hours of weekdays have an emergency fee of \$100.00, urgent/emergency calls during evening hours of weekdays or during the day or evening of weekend days have an emergency fee of \$150.00, and emergency calls during late night hours or on holidays have an emergency fee of \$250.00. Clients that utilize SSVW for their horses' routine preventative care receive a substantial discount on emergency fees.

2) Does everyone have to pay these fees?

All emergency calls have associated emergency fees, but those clients that utilize SSVW for their horses' routine preventative care receive a substantial discount on emergency fees. If your horse received routine preventative care within the last two years, your discount is already recorded in our computerized records, and your invoices will reflect lower prices.

3) What do you consider routine preventative care?

Routine preventative care means your horse(s) has had a routine health care visit from one of our practice doctors that included one or more of the following: an annual physical exam, vaccinations, dentistry, other preventative care appointments including acupuncture/chiropractic treatment, breeding management, or non-urgent lameness evaluation.

4) How much of a discount do clients receive, who utilize SSVW for their horse(s)' routine preventative care?

Discounts range from \$25.00 to \$100.00. Discounted urgent calls during weekdays have an emergency fee of \$50.00, discounted emergency calls during daytime hours of weekdays have an emergency fee of \$75.00, discounted urgent/emergency calls during evening hours of weekdays or during the day or evening of weekend days have an emergency fee of \$100.00, and discounted emergency calls during late night hours or on holidays have an emergency fee of \$150.00.

5) What is the difference between urgent and emergency calls during weekdays?

Urgent calls on weekdays are those that are non-life-threatening, but must be seen in a timely fashion. An example would be a weepy eye that is swollen shut. Emergency calls on weekdays are those that require prompt if not immediate attendance by the veterinarian. An example would be a colicky horse. If an urgent type call occurs during evening, weekend, late night hours or holidays, it is considered an emergency.

6) What about 4-H and other vaccination clinics? Do they count as routine preventative care?

Vaccination clinics are meant to quickly vaccinate large numbers of horses at a discount. Without any opportunity to discuss general health concerns and current care practices, these clinic visits are just too brief to constitute a primary care relationship. Thus they do not qualify as routine preventative care for the purpose of this policy. A routine health care visit from our practice is defined as a visit by one of our doctors that includes one or more of the following: an annual physical exam, vaccinations, dentistry, other preventative care appointments including acupuncture/chiropractic treatment, breeding management, or non-urgent lameness evaluation.

7) What if I'm a client and my horse has an emergency before I can set up an appointment for routine care? How does the voucher work?

If your horse requires emergency care prior to your qualifying preventative care visit, you will receive a voucher that will entitle you to a one-time credit of up to \$100.00 on your emergency fee that may be applied to your invoice if your qualifying visit occurs within 60 days of the emergency visit. You qualify for the emergency fee discount at the time of your horse(s)' preventative care visit, so you will be charged the non-discounted fee at the time of your horse's emergency. All fees from your emergency visit must be paid in full in order to use the voucher at your horses' routine health care visit. Routine preventative care means that your horses have a routine health care visit from one of our practice doctors that includes one or more of the following: an annual physical exam, vaccinations, dentistry, other preventative care appointments including acupuncture/chiropractic treatment, breeding management, or non-urgent lameness evaluation.

8) You say "up to \$100.00"...what will determine the amount of my discount?

If you are charged \$75.00 for an urgent call during a weekday, you will get a \$25.00 discount. If you are charged \$100.00 for an emergency call during a weekday, you will get a \$25.00 discount. If you are charged \$150.00 for an urgent/emergency call during evening hours of weekdays or during the day or evening of a weekend day, you will get a \$50.00 discount. If you are charged \$250.00 for an emergency call during late night hours or on a holiday, you will get a \$100.00 discount.

9) If one of my horses receives routine preventative care, do all my other horses qualify for discounted emergency fees?

No. Preventative care and a primary care relationship is individually horse driven, but you will be eligible for a voucher for each of your horses one time.

10) If a voucher is earned, can it be used on a horse other than the horse for which the voucher was earned?

Yes, if a voucher is earned, it can be used for preventative care for any of your horses within 60 days of the emergency visit for which you received the voucher.

11) You charge an emergency fee. Will I also get a "farm call" or travel fee?

Yes, regular travel fees apply. The emergency fee addresses the emergent nature of the calls and the fact that they frequently disrupt the doctors' planned schedule or occur after regular business hours.

Thank you for your continued support! We wish to provide you with the best service you can receive.