

Primary Care Hospital Transfers

Referring Cases to Partner Veterinary Emergency & Specialty Center

We offer 24/7 emergency care plus board-certified specialists in Internal Medicine, Neurology, Surgery, and Oncology.

301.200.8185

EMERGENCY TRANSFERS

For all same-day emergency transfers, please call and speak with our ER doctor on duty before sending your patient. *One call helps us deliver the best experience for your patient, your client, and our care team.*

Step 1: Call PVESC and request to speak with our ER doctor on duty

This conversation lets us align on a few key things before your patient arrives:

- **Set clear owner expectations** — A brief call allows our teams to align on the arrival plan, so pet owners know what to expect regarding wait times, the triage process, and continued care at our facility.
- **Communicate potential costs** — A quick check helps us provide estimated upfront costs so owners can be financially prepared before they arrive. Without this, it can create tension, a lack of trust, and delays in patient care.
- **Confirm capacity and specialized capabilities** — Specialist availability and advanced imaging resources (MRI, CT, and other services) can change day to day. Calling ahead ensures we have the right resources ready for your patient.

Step 2: After doctor-to-doctor consultation

- **If owners approve the transfer:** Have your medical team email all client/patient information and medical records to PVESC.
- **If you need to discuss with owners first:** Call back to confirm the transfer, then provide client/patient details to our Client Service Coordinators and send records via email.

Step 3: Our CSC team creates the patient file and adds them to our board for expected arrival.

SPECIALTY REFERRALS

For non-emergency cases requiring specialized diagnostics or treatment:

Step 1: Owners call the appropriate specialty service directly.

Provide information and referral reason to our Client Service Coordinators.

Step 2: CSCs review availability, pricing, and scheduling for the initial consultation.

Step 3: Once scheduled, CSCs contact your practice to retrieve medical records, labs, and imaging.

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Emergency Transfers

Step 1: Call PVESC and request to speak with our ER doctor on duty

- Discuss the case together, including expectations and estimated costs for owners

Step 2: After doctor-to-doctor consultation:

- **If owners approve transfer:** Have your medical team email all client/patient information and medical records to PVESC
- **If you need to discuss with owners first:** Call back to confirm transfer, then provide client/patient details to our Client Service Coordinators and send records via email

Step 3: Our CSC team creates the patient file and adds them to our board for expected arrival

Specialty Referrals

For non-emergency cases requiring specialized diagnostics or treatment:

Step 1: Owners call the appropriate specialty service directly

- Provide information and referral reason to our Client Service Coordinators

Step 2: CSCs review availability, pricing, and scheduling for initial consultation

Step 3: Once scheduled, CSCs contact your practice to retrieve medical records, labs, and imaging