What to Expect from Partner Veterinary Neurology

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Our Commitment to You

Our goal is to provide thoughtful, evidence-based neurologic care with clear communication. We view veterinary medicine as a partnership, and these guidelines help define how we work together.

Respectful Communication

We are committed to compassionate, professional care and ask that all communication remain courteous. If your experience falls short of this standard, please contact our Team Advocate, Brenda Sue, at BSomes@PartnerVESC.com.

Office Hours and Client Communication

Office hours are **Monday–Thursday, 8 AM–6 PM**, excluding most federal holidays. For inquiries, please use the contact information listed above. These shared inboxes are monitored by the full team and typically provide the fastest response. Please allow **12-24 business hours** for replies. For urgent concerns, always call.

Appointment Expectations

Please arrive at least 5 minutes early. Arrivals more than 15 minutes late may need to reschedule. If you need to cancel, notify us as soon as possible. After three missed or late-cancelled appointments, prepayment may be required. Fast your pet the morning of their visit, but continue all medications as prescribed unless directed otherwise.

Prescription Refill Policy

Submit refill requests to NeuroRVA@PartnerVESC.com or 804-206-9122. Include the medication name, strength, current dosing, and pharmacy details. **Allow 72 business hours for processing**; submit by Thursday at 9 AM to ensure same-week processing. Refills may be delayed if recheck exams or lab work are overdue. We recommend keeping 7–10 days of medication on hand at all times.

After-Hours Emergencies

The neurology service is unavailable outside of office hours. For emergencies, call the main hospital line or go directly to the PVESC Emergency Service. The emergency team will stabilize your pet and coordinate with neurology as needed.

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