

UPSTATE HOSPITALIZATION

At Upstate Veterinary Specialties we recognize that it is difficult to be away from your pet when s/he is sick or hospitalized. We have veterinarians and licensed veterinary technicians caring for your pet 24/7. Below you will find some helpful information regarding your pet's stay with UVS.

REMEMBER, NO NEWS IS GOOD NEWS!



You are welcome to visit your pet while hospitalized, however we ask that you call in advance to schedule a visit. Visits are limited to 30 minutes twice daily. While your pet is hospitalized you will receive an update from your doctor or a service staff member daily. UVS will alert you immediately if there is a vital change in your pet's condition. For further details please ask for a copy of our hospitalization pamphlet.

FREQUENTLY ASKED QUESTIONS

How long will I have to wait to be seen?

Wait times will vary depending on the number of hospitalized patients and emergent cases at the time of your arrival. Our Client Relations Staff will do their best to advise of current wait times.

Why do I have to sign a 'CPR' status?

All of our patients are required to have clear instructions regarding CPR/DNR in the event of a medical emergency.

Can I come back for follow-up care?

UVS provides a copy of your pet's records to your primary veterinarian for follow up care once your pet has been discharged. As an emergency service, we work to manage and treat urgent and critical health emergencies only.

Do you offer payment plans?

UVS does not offer payment plans. However, we do accept Care Credit and scratchpay as financial assistance providers. Both can be conveniently applied for in the hospital or online.

How much will an emergency visit cost?

The initial emergency consultation fee is \$165.* Any further diagnostic testing, procedures and/or medications will incur additional costs. Your authorization will be required prior to any services being performed.

* Prices subject to change



Providing individualized patient care around the clock, and compassionate client support, 24/7.

UPSTATE VETERINARY SPECIALTIES

24-hour Emergency & Critical Care
What to Expect



Upstate Veterinary Specialties

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24/7 WALK IN EMERGENCY | 518.783.3198



ABOUT UVS

Upstate Veterinary Specialties, PLLC is a leader in comprehensive specialty and emergency healthcare for pets. UVS is a privately-owned hospital with board certified specialists in Cardiology, Emergency/Critical Care, Internal Medicine, Neurology, Oncology, Ophthalmology, Radiology, and Surgery, as well as a Certified Canine Rehabilitation Therapist.

OUR MISSION

Helping pets live longer, happier lives through expert medical care and compassionate client service.



EMERGENCY EVALUATION & CARE

Following triage, you will be asked to submit an emergency and critical care new client form along with any available medical records from your veterinarian. Upon arrival, one of our client relations representatives will send a notice of admittance to your primary care veterinarian. Once your pet has been assessed by a doctor, we will discuss medical recommendations and an LVT will present an itemized estimate for your approval to begin treatment. While you wait, our lobby offers complimentary coffee, tea, and water. For your convenience we also provide a vending machine, wifi access, and televisions. A copy of your discharge instructions will be provided before you leave and also sent to your primary care veterinarian. For further information regarding hospitalization or overnight care, see 'Upstate Hospitalization' located on the backside of this brochure.

OUR VALUES

Dedication | Compassion | Knowledge

HIGH QUALITY CARE

- Staff on-site 24/7
- Board-certified radiologist review of all emergency x-rays
- Advanced diagnostic equipment and in-house laboratory
- Consultation with our specialty services as needed
- Referral to a tertiary care facility if necessary

EMERGENCY TRIAGE

Pets with life-threatening conditions will be brought back immediately to the ICU for assessment. For pets who are not critically ill, a medical staff member will assess the severity of their condition and assign a degree of urgency. Our goal is to see pets in the order they arrive, however, priority will be given to pets with more life-threatening conditions. This includes pets already hospitalized and/or pets who arrive after yours. If your pet does not require urgent medical attention, you will be seen by the first available doctor. Depending on the triage of your pet, wait times will vary and may be lengthy during high volumes times.

We understand that bringing your pet to the emergency hospital can be a stressful event and we will do our best to assist you through the process. At UVS we treat all clients like family and strive to provide compassionate, high-quality care during your visit.

ABOUT EMERGENCY

The UVS emergency service is open 24 hours a day, 7 days a week. In addition to a full complement of emergency doctors, our emergency and critical care service is supported by licensed veterinary technicians, assistants, and client relations staff to maintain the highest level of patient care. Our emergency department triages and treats critical cases 24/7, as well as maintains and manages the care of hospitalized patients from our specialty services.