

When your pet falls unexpectedly ill, or is involved in an accident, it's a worrying time for you. If this happens after we have closed for the day – or even for the weekend – you might be wondering where to turn for assistance. But we don't think this is ever a situation you should need to be in.

You can't control when your pet might need urgent attention. For this reason we have made sure that no matter what time something might happen, there will always be a qualified professional Emergency Veterinary service to help our clients.

If your pet has a medical emergency during our clinic opening times, please call us immediately. Our reception team will be able to advise you on what measures you need to take to stabilise your pet if necessary, and then you will need to bring it to us at our practice.

The veterinary team will have been fully briefed on the situation by the time you arrive.

Weekdays outside clinic opening hours:

If your pet needs assistance when we are closed, please call [\(08\) 9796 5800](tel:0897965800) to reach our after-hours service. When prompted by the call system, press "2" to reach the payment gateway for the small animal after-hours service. At this point please follow the prompts and complete the credit card payment allowing you to be connected to the duty vet to discuss your concerns and decide if in-clinic consultation is required, or whether phone advice for home-care / first aid can be provided to alleviate the condition through to business hours. **If your pet requires a consultation with the after-hours vet, additional after-hours fees will apply.**

This service is for clients of the Bunbury and Eaton Vet Clinics, Harradine and Associates, and Dalyellup Vet Clinic only. If you are not a client of these clinics we ask that you contact your regular vet for urgent care outside of our normal opening hours. Please only phone the on-call service when urgent care is required and you feel it can't wait until we reopen.

Please note that we share after hours cover with Bunbury and Eaton Vet Clinics, so please pay attention to which clinic you are directed to attend.

After Hours Fees apply to all cases seen outside normal clinic opening hours (Consult fee of \$245.65 between 6am and 10pm, \$359.10 between 10pm and 6am when seen at Harradine and Associates – fees at Bunbury Vet Clinic may be different), which must be paid at the time of the consultation and is additional to the \$100 telephone charge. As this service is staffed by vets on call, please phone ahead to ensure the vet can attend the clinic as quickly as possible.

Weekends after 12pm:

WAVES Vets, located at 1/640 Beeliar Dr, Success (south of Perth), provides an after-hours service for our clients on weekends. This emergency and critical care service is staffed by both specialist and non-specialist veterinarians with experience in dealing with animals with severe life-threatening problems. The emergency service operates on a triage basis. When you first come into the hospital, your pet will be evaluated to determine how severe his/her problem is. This means that if your pet has a severe life-threatening problem, he/she will not be made to wait until everyone else has been attended to. If your pet needs immediate attention, WAVES emergency staff will provide the required care immediately. We recommend calling ahead where possible so they can be prepared for your arrival. They can be reached on 9412 5700.