



The WCVM Veterinary Medical Centre (VMC) Small Animal Clinic is staffed with a veterinarian — 24 hours a day, seven days a week — for emergency assessment and stabilization. Service alerts can be found on our website and social media pages (@WCVMToday on Facebook, Instagram and Twitter) if services are restricted.

If you need to use the VMC emergency service for your pet, if possible, it is best to call in advance (306-966-7126) so we can prepare for your arrival. Client services is available to take your call during the following times:

- 7 a.m. to midnight Monday to Friday
- 8 a.m. to midnight, Saturday, Sunday and statutory holidays

Outside of these hours, a VMC clinical team member can answer emergency calls.

If your family veterinarian has seen your pet about this emergency, we ask that they send in an online emergency referral to the VMC. The referral should include all relevant information as well as any diagnostic test results and medical images that have been completed or received from other clinics.

If your pet is being transferred from your regular veterinarian to our hospital, we ask that they call to discuss the case with our emergency clinical team so we may provide your regular veterinarian with more information about potential costs and timelines.

Please see the following notes below about using the VMC Small Animal Emergency Service.

- At the time of admission, we will ask you to leave a deposit to cover the emergency fee and a physical examination. If your pet is admitted into the hospital for further care, we will ask for a 50 per cent deposit on the estimated costs of services, or the emergency fee if the clinical team has not yet determined a treatment plan.
- Once your pet has been admitted, a registered veterinary technologist (RVT) or senior veterinary student will assess your pet to determine the severity of its emergency. They will check your pet's vital signs (temperature, pulse and respiration) as part of their assessment.
- If your pet is deemed to be stable, we may ask you to book an appointment with the appropriate referral service or follow up with your family veterinarian. If this is the case, you will be charged a smaller triage fee and the VMC will refund the remainder of your deposit.
- If your pet is not stable and requires immediate medical intervention, the animal will be admitted to our critical care unit. To ensure that clinical team members can give your pet their full attention, clients are not permitted in the critical care unit. A clinical team member will give you an update on your pet's health as soon as possible.
- Wait times can be variable due to volume and the level of critical cases. We will update you on wait times as best as possible.
- Due to the hospital's high number of emergencies and the operation of other services, we cannot guarantee same-day diagnostics. If your pet requires a more advanced work up, please be prepared for the possibility of your pet remaining in hospital for a few days.
- We will need to assess your pet before booking advanced diagnostic tests.

About the VMC

Welcome to the WCVM Veterinary Medical Centre (VMC), the veterinary referral centre for all of Western Canada and the teaching hospital for future veterinarians and veterinary specialists.

Our clinical team includes board-certified veterinary specialists, clinical associates and registered veterinary technologists, as well as veterinary specialists in training (residents), clinical interns and senior veterinary students. We look forward to caring for your animal and meeting you in person.

Before your visit

To prepare for your visit to the VMC, please visit us online: vmc.usask.ca/about/new-client.php. You will find more information about our location, parking, hours of operation and the clinic reception areas.

More details about payment

If your animal is not hospitalized, the WCVM Veterinary Medical Centre requires full payment at the time of service.

If your animal is hospitalized, half of the estimated cost is due prior to services being provided. Final payment is due at the time of discharge.

Occasionally, the hospital will mail statements to you after discharge for additional tests that were approved by you and for charges not included on the initial invoice at discharge.

The WCVM Veterinary Medical Centre accepts the following payment methods (personal cheques are not accepted):

- cash
- credit card (Visa and MasterCard)
- debit card (Interac)

Health insurance/financing: the VMC provides direct billing services with Trupanion and works with third-party financing for payment through Medicaid or LendCare.

Questions about payment? Call 306-966-7126 or visit vmc.usask.ca/about/payment.php.

What to expect

While the WCVM Veterinary Medical Centre (VMC) shares many similarities to other veterinary hospitals, there are some differences that may have an impact on your appointment.

The VMC is a teaching hospital for WCVM veterinary students and for students enrolled in the veterinary technology program at the Saskatchewan Polytechnic. Please note that teaching takes additional time. Students participate in all aspects of examining and treating our patients under the immediate supervision of licensed veterinarians and board-certified veterinary specialists. While teaching is essential to our facility, the well-being of our patients is the highest priority for VMC clinical teams.

Given the complexity of referral cases, we often need to order additional diagnostic testing or consult with others about diagnoses and treatment plans for patients. If you are travelling from out of town, please be prepared to stay two days in Saskatoon with your animal. In some cases, your stay may need to be longer.

During your appointment, we will give you an estimate of the length of time it may take for additional tests and consultation.



UNIVERSITY OF SASKATCHEWAN

Veterinary Medical Centre

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USASK.CA/VMC

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Large Animal Clinic
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