

## FINANCIAL POLICY

An itemized estimate is provided on all cases admitted to the hospital. A deposit is required at the time of admission. Payment of the balance is due at the time of release. We accept MasterCard, Visa, Discover and American Express and offer financing through a third party financing institution.

## OUR COMMITMENT

At VERG, we remain committed to making the referral experience one of personal service to the referred patient and the veterinary community. By offering on-site diagnostics and state-of-the-art medical services, Veterinary Emergency & Referral Group brings quality, compassionate, state-of-the-art veterinary care to the patient and their family. Our hospital team consists of board certified specialists, emergency clinicians, trained technicians, veterinary assistants and patient service representatives who work together to provide quality, compassionate, state-of-the-art veterinary care to the referred patient and their family.

## DIRECTIONS

### FROM MANHATTAN

TAKE THE BROOKLYN BRIDGE TOWARDS BROOKLYN, EXIT AT CADMAN PLAZA WEST (FIRST EXIT ON RIGHT), MAKE A LEFT ON CADMAN PLAZA WEST AND CONTINUE ON CADMAN PLAZA WEST. CADMAN PLAZA WEST WILL TURN INTO COURT STREET, AFTER YOU CROSS ATLANTIC AVENUE, MAKE A LEFT ON BALTIC STREET, THEN A LEFT ON SMITH STREET AND A LEFT ON WARREN STREET.

### FROM QUEENS

TAKE THE BQE (278) TOWARDS BROOKLYN, EXIT ON ATLANTIC AVENUE AND TAKE ATLANTIC AVENUE EAST, MAKE A RIGHT ON COURT STREET THEN MAKE A LEFT ON BALTIC STREET, THEN A LEFT ON SMITH STREET AND A LEFT ON WARREN STREET.

### FROM STATEN ISLAND

GO OVER THE VERRAZZANO BRIDGE, TAKE THE 278 EAST (GOWANUS EXPRESSWAY / BQE) TOWARDS DOWNTOWN BROOKLYN, EXIT ON ATLANTIC AVENUE EAST, MAKE A RIGHT ON COURT STREET THEN MAKE A LEFT ON BALTIC STREET, THEN A LEFT ON SMITH STREET AND A LEFT ON WARREN STREET.

### FROM LONG ISLAND

#### USING THE BELT PARKWAY:

TAKE THE BELT PARKWAY SOUTH TOWARDS BROOKLYN, CONTINUE ON THE 278 EAST (GOWANUS EXPRESSWAY/ BQE) TOWARDS DOWNTOWN BROOKLYN, EXIT ON ATLANTIC AVENUE EAST, MAKE A RIGHT ON COURT STREET THEN MAKE A LEFT ON BALTIC STREET, THEN A LEFT ON SMITH STREET AND A LEFT ON WARREN STREET.

#### USING THE LONG ISLAND EXPRESSWAY:

TAKE THE BQE (278) TOWARDS BROOKLYN, EXIT ON ATLANTIC AVENUE AND TAKE ATLANTIC AVENUE EAST, MAKE A RIGHT ON COURT STREET THEN MAKE A LEFT ON BALTIC STREET, THEN A LEFT ON SMITH STREET AND A LEFT ON WARREN STREET



318 Warren Street  
(B/T Smith and Court)  
Brooklyn, NY 11201  
Tel: **718-522-9400**  
Fax: **718-522-9755**  
[www.vetemergencygroup.com](http://www.vetemergencygroup.com)

## When Your Pet is in Need of a Specialist



## VETERINARY EMERGENCY & REFERRAL GROUP

24 Hour Emergency / Critical Care



318 Warren Street  
(B/T Smith and Court)  
Brooklyn, NY 11201  
Tel: 718-522-9400  
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## Why has my pet been referred to a Specialist?

Veterinary Emergency & Referral Group, a/k/a "VERG" is designed to function as an extension of the services provided by your primary veterinarian. Your pet is referred to our specialty hospital when your primary veterinarian determines that your pet needs further diagnostics or treatment. Our specialists work together as a team, with your primary veterinarian, coordinating your pet's healthcare. Advanced treatment options and diagnostic capabilities at VERG offer your pet therapy that once only existed in human medicine.



## Why does my veterinarian refer patients to VERG for off-hours emergencies?

Since our hospital is open 24/7, 365 days a year, and is always staffed by licensed veterinarians and trained technicians, many veterinarians have decided to refer patients to our facility for emergencies when their hospital is closed. Our hospital has a fully staffed emergency/critical care unit. Patients treated on an emergency basis will be referred back to their primary veterinarian for continued care upon discharge. For emergencies, appointments are not necessary, although owners are encouraged to call the hospital in advance to alert our staff.

## Making an Appointment:

Once you have been referred to our hospital by your primary veterinarian, you should call to make an appointment with the appropriate department (specialist) to which you are being referred. Our number is 718-522-9400.

### Pre-Registration:

Pre-registration forms are provided online as a convenience to save time during the check-in process. Visit our website at [www.vetemergencygroup.com](http://www.vetemergencygroup.com) and complete the Client Information Forms online, and submit them electronically. If you prefer, these completed forms can be printed out at home and brought with you to your appointment. Please submit your electronic registration forms at least 48 hours in advance of your appointment.

### On Appointment Day:

- Bring with you or have your veterinarian fax a referral form regarding your pet's medical condition
- Bring relevant parts of your pet's medical records, including x-rays and medications that your pet is taking
- Please bring your pet on a leash or in a carrier for their own safety
- Arrive promptly to ensure that all patients are seen in a timely manner, we suggest at least 15 minutes prior to appointment time if the online pre-registration form was not completed

### Once a Patient is Hospitalized:

The department to which your pet is admitted will communicate with your family on a daily basis, or more frequently if needed, regarding the condition of your pet. Your primary veterinarian will also be kept advised of your pet's treatment during hospitalization.



## Visitation Policy:

Family members are welcome to visit their pet during hospitalization, with the permission of the treating veterinarian. Visitation hours are between:

**5:00 pm and 8:00 pm, Monday thru Friday**  
**1:00 pm and 5:00 pm, Saturday and Sunday**

Family members are asked to understand that if our hospital staff is attending to emergencies, you may have to wait until staff members can prepare and present your pet for a visit. The purpose of the visitation schedule is to allow your family to see your pet; this means you may or may not be able to speak with the doctor who is primarily responsible for your pet's treatment. If there are new issues or questions that arise as a result of your family's visit, the emergency clinician or a technician will be available to address your concerns.



If a patient is in isolation or in the intensive care unit, the family must obtain special permission from the veterinarian primarily responsible for their pet's care before planning an in-hospital visit.

### Upon Discharge:

At the time of discharge, your family will be provided with written instructions regarding home care, medications, follow-up examinations and other details. Your primary veterinarian will also receive a report from the department that cared for your pet upon discharge.