



## **E-VETS - OVERNIGHT (OUT OF HOURS CARE) OF YOUR PET**

Our out of hours service is provided by Galedin Veterinary Practice, Galashiels. Using this service allows us to provide the best care for your pet 24/7.

Please see information below about the service and how your pet will be cared for. If you have any further questions, please don't hesitate to ask a member of the Border Vets team.

### **What is e-vets?**

e-vets is a dedicated emergency and critical care service, which runs between 6pm and 8am, outside of the normal clinic hours for Border Vets. This allows us to provide 24-hour veterinary care 7 days a week, every single day of the year.

It is run by a highly skilled, dedicated team of vets and nurses, all of whom have a vast experience of emergency and out of hours care.

### **Who are e-vets?**

The e-vets team are focused solely on out of hours work. They are not part of the day team of Border Vets or Galedin Vets but an entirely separate group of people. The team is led by Lead vet Victoria Cuthbert, and consists of experienced vets and nurses and a number of auxiliary staff. Having a relatively small team allows e-vets to have a great deal of continuity and ensures that you are quite likely to see a familiar face on subsequent visits.

### **Where are e-vets?**

E-vets is based in Galedin vets Galashiels practice. The address and phone number is

***Easter Langlee Industrial Estate, Unit 1, Melrose Rd, Galashiels TD1 2UH***

***01896 753759***

If you do not have their number but need to get in touch with them during 6pm and 8am, you can call the normal Border Vets number and you will be transferred through to them.

### **Why would my pet be transferred?**

Most of our patients are discharged on the same day, however occasionally the procedure may take longer than expected or your pet doesn't recover as well as anticipated. E-vets allows further monitoring, observations or treatment during the hours that Border Vets is closed. This means your pet will have full round-the-clock care to give the very best chance of recovery.

Often hospitalised patients require more than the 10 hours of care we can offer them. By transferring them to E-vets, we are providing the care and treatment that they need to make a full recovery and allows your pet to have constant supervision.

### **What happens now?**

- At 6pm your pet will be transferred in our pet ambulance to e-vets based at Galedin Galashiels. We will have spoken to you before this to gain consent and, where possible, give a rough estimate of costs.
- One of our vets and/or nurse will accompany your pet and pass on all relevant information about its ongoing care to the e-vets team.
- A member of the e-vets team will contact you once your pet has arrived to discuss ongoing costs, a treatment plan and the times they will update you.
- In the morning at 8am (if your pet is stable and no longer requires further hospitalisation) one of our vets and/or vet nurse will collect your pet and transfer it to Border vets in our pet ambulance.
- One of our vets/vet nurses will call you in the morning to give you an update on your pet's care.
- If your pet requires further hospitalisation, they will stay at Galedin vets so that they can continue the care they are receiving. By doing this, your pet has continuity of care, therefore the best chance of recovery.

In some circumstances you may receive two invoices one from Border vets and one directly from e-vets. The e-vets invoice is payable directly to Galedin.

For an update please call

Border Vets - 01896 752156

E-vets (Galedin) - 01896 753759