

# COOSA VALLEY EQUINE CENTER, PC

1330 Mineral Springs Road

Pell City, AL 35125

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## Patient Referrals

### Routine Appointments

Referrals for regular appointments can be made by calling 205-338-1111 during regular business hours - Monday through Friday 8:00 a.m. to 5:00 p.m. A brief explanation of the case to our Front Desk staff will allow them to select the doctor whose specialty area is most appropriate.

*We do not accept online or email appointments.*

### Who can make referrals?

Referrals can be made by either the referring veterinarian OR the agent/trainer or client directly. If the referral is made by the client - we would prefer to contact the regular veterinarian prior to the horse's visit for a more in-depth case history and results of diagnostic tests and/or lab work.

### Emergency Referrals

*There is always a veterinarian on call by dialing 205-753-0451 (after 5:00 p.m. daily, weekends and holidays)* and your emergency call should be returned within 10 minutes.

However, the emergency doctor is not always at the hospital or may not be immediately available (if in an emergency surgery or procedure). IT IS VERY IMPORTANT that the on-call-doctor is contacted BEFORE SHIPPING THE HORSE. This is for two reasons.

1. An estimate of charges needs to be provided including the required deposit. Unprepared clients with uninformed expectations are often upset with their referring veterinarians as well as sometimes having made an unnecessary trip.
2. Rarely, we cannot accept new cases immediately and it maybe best that the emergency be either stabilized further at the farm prior to shipping or shipped to another referral facility.

