

FREQUENTLY ASKED QUESTIONS

Many times our clients have questions and have requested a place to have them answered. Well, here it is! We have compiled several of the most commonly asked questions and our responses. If you have any additional questions, please don't hesitate to contact us.

Answers

1. What is Emergency Pet Care of Jupiter?

Emergency Pet Care of Jupiter is a specialized veterinary emergency hospital. We are here to provide care for your pets when your primary veterinarian is unavailable. Our facility is a true hospital environment. We are equipped to provide emergency medical services and quality intensive care for your pets.

2. What kind of pet emergencies does the clinic treat?

Medical problems commonly seen by the clinic include traumas, poisonings, bleeding, vomiting, diarrhea, difficulty breathing, bite wounds, and allergic reactions. We also see non-life threatening problems in pets brought in by people who work all day and cannot get to their regular veterinarian.

NOTE: All vaccinations must be obtained through your primary veterinarian.

3. Why isn't the clinic open during the day on a weekday?

We are only open when your primary care veterinarian is not, which is typically nights, weekends, and holidays. We work to supplement the care of your regular veterinarian so that medical care for your pet is available when you need it.

4. What kind of training does the person have who will be treating my sick/injured pet? Are they students?

Our hospital is staffed by veterinarians and technicians specially trained and experienced in emergency care. All staff veterinarians are members of the Veterinary Emergency Critical Care Society.

5. What information about my pet should I bring with me to the clinic?

Bring any medical records with you if they are available. Write down all medications your pet is taking. In case of a suspected poisoning, bring the container of what ever your pet ingested: rat poison, snail bait, people medication.

6. Do I need to schedule an appointment?

We are the Emergency Room for your pet. If your primary veterinarian's office is open, please contact them prior to bringing your pet to Emergency Pet Care of Jupiter. If your primary veterinarian is not available please bring your pet to us and we will consult with your veterinarian as soon as possible.

7. What happens after I arrive with my pet?

When you arrive at the clinic we will examine your pet as soon as possible. Remember, we see pets based on triage, the most life-threatening cases will be seen first when more than one pet arrives at the same time. Sometimes this means that an examination in progress will be interrupted or a less critical patient may have to wait. Please rest assured that our staff will work as quickly as possible to assure everyone is attended to.

8. How are you different than my primary veterinarian?

We work to compliment the services of your primary veterinarian just as your primary physician refers you to specialists in human medicine for specific problems. Your pet's primary veterinarian has referred your pet to us for emergency treatment and/or monitoring of your pet's condition throughout the night, weekend or holiday when your regular veterinarian is closed.

9. How do you work with my primary care veterinarian?

Your veterinarian is contacted with an update concerning your pet. The EPCJ staff will provide all the information regarding your pet's visit to your primary care veterinarian. This includes a copy of the record and all diagnostic studies such as radiographs and ECG recordings. If outside lab work is done, a copy of the results will be faxed directly to your regular veterinarian with a complete consultation. Our aim is to provide emergency care and then return your pet either to you to take home, or to your primary veterinarian as soon as medically possible. Your routine care will remain with your primary veterinarian.

10. Can I visit my pet at Emergency Pet Care of Jupiter?

YES. Patient visitation is encouraged depending upon the situation. Visits from family members reduce patient stress. Some limits on visitation may need to be set in order to provide the best patient care. Feel free to speak with the attending doctor regarding visitation with your pet.

11. Will my pet be alone overnight?

NO! There will always be doctors and nurses on premises around the clock. We will take care of any needs that arise overnight, or just ensure that your pet rests as comfortably as possible in our medical and surgical wards, and ICU.

12. Will my pet be in pain?

Special attention is paid to the control and management of pain in all of our patients. The latest pain relief protocols are used to control patient discomfort.

13. What are your fees and what kind of payment do you accept?

Upon your pet's admission to the hospital a written estimate of the fees involved will be provided before testing or treatments are performed. Total charges depend upon the nature and severity of the medical problem. Our fees are typical of specialty hospitals providing advanced medical care. A deposit is required before admission. For your convenience, we accept MasterCard, Visa, American Express & Discover in addition to cash, personal checks and debit cards. The balance is due when your pet is discharged from the hospital. The [CareCredit](#) medical credit company can provide financial credit in some cases. For questions about other client financing options, please ask the hospital administrator. To protect the emotional and financial investment you make in your pet companion, you may want to consider [veterinary pet insurance](#). Please notify the doctor if you already have insurance for your pet.