

VRCC IS COMMITTED TO CONTINUING TO PROVIDE THE HIGHEST QUALITY CARE OF SERVICES FOR YOUR PET, AND WE REMAIN OPEN AND WILL CONTINUE TO BE AVAILABLE FOR YOUR PET'S SPECIALTY CARE NEEDS, AS WELL AS 24/7 EMERGENT NEEDS THAT MAY ARISE.

In the interest of all our staff, doctors, and patients the following protocols have been put into place for all emergency visits.

1. Please call 303-874-PETS (7387) or your specific department when you arrive. If you're animal is having an emergency (active seizing, respiratory distress/breathing issue, active open wounds, rDVM transfer, life threatening indications) please come straight to the front desk.
2. A representative from VRCC will come out to your car with paperwork to be filled out while we notify our doctors and technicians of your arrival.
3. A technician will: collect your pet, get a history including any medications, and collect paperwork.
4. The technician and doctor will perform the exam.
5. After completing the physical exam the doctor will call the client to discuss findings and review treatment plan.
6. The doctor/technician will provide an estimate and review any discharge and medication instructions as well over the phone.
7. A technician will return your animal, invoice, and medications to your vehicle.
8. To ensure timely payments are still being made the following are recommended:
  - a. Cash payments are always accepted and will be taken by the technician or staff member returning the animal to an owner's car. They will go inside and check out with a staff member at the front desk and return any change along with a receipt to the client before they leave.
  - b. Clients can call the coordinator of the department, a CSR, or another staff member who can run the payment over the phone; a receipt will be mailed/emailed.
  - c. Clients can hand the technician or staff member returning their animal their credit card to be processed inside. Once processed, the staff member will return the credit card and a receipt immediately.
  - d. Clients can go to our website and pay with CareCredit or credit card. They will need the invoice number to pay for this. (website: <https://www.vrcc.com/>)
  - e. Clients who wish to apply for CareCredit or Scratchpay will need to use their mobile devices to apply. They can do this by going to our website (<https://www.vrcc.com/>) to make a payment and click on the application icon they wish to apply for.

\*At any time if you have questions, would like an update or need any assistance while waiting outside please do not hesitate to call 303-874-PETS (7387) or you're specific department. We ask for your understanding, especially in Emergency that we will be having high volume or calls or be treating critical patients so we ask for your patience and understanding.\*

Thank you for your patience and understanding.