

# Emergency Services

## *Our Philosophy*

At Pacific Crest Sporthorse, we believe no problem is too small. If you're concerned, we're here. When you become a PCS client, you can take comfort knowing that help is always only phone call away. There is at least one veterinarian on-call night and day, 365 days a year. We pride ourselves in always being here for you, regardless of how big or small your concern.

## *Benefits*

As a horse owner, there's nothing scarier than an emergency health issue such as a laceration, colic or eye injury during late night or weekend hours. As a client of PCS you'll always have help—whether it's in person or on the phone. We encourage you to call, even if you're not sure whether your emergency requires immediate care from a veterinarian. We can help you decide what steps to take. If you feel more comfortable with a doctor on hand, our veterinarians are always willing to make the trip to visit your horse—even for a minor problem. We pride ourselves on follow through and communication, and once you've made contact you can count on phone support or even follow up visits to help you manage your horse's problem.

## *Basic Emergency Services*

During regular business hours, your emergencies can be handled through our office. Our certified technicians can give you advice for immediate care of your horse and help determine how serious your problem really is. At the same time, they'll be busy locating and dispatching the closest doctor to attend to your horse immediately if needed.

After hours you have direct pager access to one of our doctors at all times. To page the veterinarian on call, dial 503-301-4211 and follow the directions on the pager. Remember to stay calm, and be prepared to leave your name, phone number and a brief description of your problem. The doctor will call you back immediately, and help you decide on the best course of action for your horse. We see emergency cases both in the field, or at our haul-in facility—any time of the day or night.

## *Beyond the Basics*

If your horse has a serious problem that requires hospitalization or advanced surgery, we have close working relationships with both board certified specialists in our local area and with Oregon State University in Corvallis. When we refer you to a specialist, we make special efforts to maintain contact with both you and the referral hospital and monitor the status of your horse's care and treatment. We care about you and your horse, and are always willing to help you make difficult decisions about his or her care—even if we're no longer directly involved.