



24/7 ER - BACKED BY BOARD-CERTIFIED CRITICALISTS & SPECIALISTS

- OPEN 24/7 FOR ALL EMERGENCY CASES**
No referral required. Walk-ins welcome. 24/7/365.
- SPECIALISTS IN LIFE-THREATENING EMERGENCIES**
Board-certified criticalists in the hospital 7 days/week and available on-call.
- PROVISIONAL TRAUMA CENTER**
Staffed and equipped to handle any major trauma.
- SPECIALIST CARE**
In-house specialists (neurologist, surgeons, radiologist, cardiologist, internists, oncologists) on-call for emergency cases requiring a specialist.
- READY FOR ANYTHING**
Ventilator, high-flow oxygen, on-site 1.5T MRI and 64-slice CT scanner, trained ICU team, and experienced emergency veterinarians.
- TRAINED IN CPR AND TRIAGE**
All personnel are trained in CPR so that patients in cardiac arrest can be treated immediately. Personnel are also trained in proper triage protocol, so that patients with the most life-threatening problems are treated first.

Learn more about our ER service at bbvsh.com/er-service and about the approach of our critical care team at bbvsh.com/cc.

Get to know our Criticalists: Dr. Jagodich at bbvsh.com/tiffany and Dr. Harmon at bbvsh.com/meghanharmon.

NEXT STEPS FOR VETERINARY PRACTICES TO CONSIDER

- VOICEMAIL**
Add BBVSH's contact details to your after-hours voicemail ("If your pet is experiencing an emergency, take them to Boundary Bay Veterinary Specialty Hospital...").
- CLIENT MATERIALS**
Request a BBVSH window sticker to put on your practice door or request supplies to provide to your clients, such as direction postcards, fridge magnets, etc.
- STAY IN THE LOOP**
Look for the Heron Hot Sheet newsletter, a summary of timely BBVSH news for RDVMs, in your inbox or sign up at bbvsh.com today.
- CONNECT WITH MICHELLE**
Reach out to Michelle Floris, our Veterinary Outreach Representative, by email at mfloris@bbvsh.com or by phone at (778) 229-2315 if you:
 - Have questions about our emergency or specialty referral services (price lists, etc.)
 - Would like to get a package of client materials
 - Would like to arrange a tour of our hospital
 - Would like to arrange a conversation with one of BBVSH's owners.



SCAN TO LEARN MORE ABOUT OUR ER SERVICE