

# Guiding Eyes for the Blind Emergency Contacts

**Please contact us whenever your dog is sick or you have health-related questions. Preauthorization is required for all but life-threatening emergencies.**

Contact the GEB vets by one of the methods below, and be sure to provide us with an e-mail or phone number (and best times to reach you).

## **Contacting GEB During Regular Business Hours 9:00AM-5:00PM Monday - Friday**

- **EMAIL:** GEBVET@guidingeyes.org Emails are generally responded to within 3 hours if received during business hours. If you email after business hours, on a weekend or on a holiday, expect a response on the next business day. If your dog's problem has become more urgent since you first contacted the GEB vets and you are still awaiting a reply, please call us.
- **TELEPHONE:** You may call the Yorktown Vet hospital at (914) 243-2258. If no one is available, please leave a message. The messages are checked regularly. In an emergency call the main number for Guiding Eyes in Yorktown (914) 245-4024. Tell the receptionist that you have a veterinary emergency and ask them to page the veterinary staff.
- **ANSWERING SERVICE:** The answering service is available as well for emergencies only: 1-(800)-967-3194

**For Emergencies ONLY** *After business hours 5:00PM - 9:00AM Monday - Friday and all day Saturday, Sunday, and Holidays*  
Please call the answering service at 1-(800) 967-3194

## **Communication Guidelines:**

Feel free to e-mail or call at any time and leave a message. Be sure to use gebvet@guidingeyes.org instead of e-mailing a particular staff person.

The GEB vet staff would like to respond as quickly as possible; however, they may be in surgery or providing care to dogs when you call or e-mail. For non-urgent problems, expect a response from the GEB vets within 3 hours when you e-mail us Monday through Friday between 9 AM and 5 PM, or on the next business day if e-mailing after hours or on a weekend or holiday. If your dog's problem has become more urgent since you first contacted the GEB vets and you are still awaiting a reply, you may call the main GEB number (914-245-4024) and ask that the vet staff be called to the telephone. Please refrain from using the answering service unless your dog has an **emergency or urgent medical problem after hours, weekends, or holidays.**

It is difficult to classify signs of illness into non-urgent and urgent categories. Depending on the dog and the situation, many signs of illness could be either non-urgent or urgent, or start out non-urgent and progress to urgent. In general, the following **probably are not urgent**:

- ear infections
- minor skin rashes
- dry skin
- hair loss
- scrapes and minor cuts
- urinary frequency (if less than 12 hours duration and not accompanied by straining or blood in the urine)
- diarrhea and/or vomiting without fever or lethargy

The following conditions would be considered **urgent or emergencies, and require contacting the GEB vets immediately, by answering service if necessary**:

- severe trauma (such as being hit by a car)
- fractures
- ingestion of anti-freeze
- bloat
- shock reaction to vaccine
- unconsciousness, weakness, or inability to stand
- trauma to the eye
- seizures that last 5 minutes or more

#### **Information to have when contacting the vet:**

- dog's name, tattoo number and current weight (Home Socializers, see the kennel discharge sheet.)
- signs of illness and severity (diarrhea, vomiting food, vomiting fluid, skin rash)
- the length of time that the dog has shown the sign(s) of illness
- any care you have started (withholding food and water, cleaning ears twice/week, etc.)
- the dog's Vital Signs
- your name and telephone number/e-mail
- telephone number of your consulting vet or local pharmacy
- If you have a digital camera, feel free to e-mail a jpeg of the problem (e.g., skin irritation, damaged tooth, etc.) to [gebvet@guidingeyes.org](mailto:gebvet@guidingeyes.org)