



8455 S 73rd Plaza
Papillion, NE 68046
402-597-2911

4257 S 144th St
Omaha, NE 68137
402-991-9444

Patient Referral Protocol for Referring Veterinarians

Working Together for the Best Patient Care

At Urgent Pet Care, we know how important it is to have a smooth referral process when a patient needs urgent attention. We truly value our partnerships with referring clinics and are here to support your team every step of the way. Our goal is to provide collaborative, compassionate care so your patients get the help they need, and you stay confident in the care they receive.

Step 1: Professional-to-Professional Communication

- Have a member of your team call and speak with a UPC technician to give a verbal handoff on patient details and client concerns. **Below is an outline of the information we will ask for on the call.**
- Email medical records to:
 - urgentpetcare@urgentpetcareomaha.com
- Include:
 - Most recent exam notes
 - Lab results
 - Radiographs (if available)
 - Current medications and time last given
 - Contact information for the referring veterinarian if appropriate.

For potential cases (uncertain if the client will present): Fax records with “FYI – May Come In” noted at the top.

Papillion Fax: 402-932-8366

Millard Fax: 402-932-6538

Step 2: Communicate with the Client

- Let the client know:
 - What they should expect
 - That their pet's records have been sent in advance
 - To call ahead before arriving, if possible
- Estimated cost range, if appropriate. Please call for cost estimates.

Step 3: After the Visit

- UPC will email a **discharge summary** back to the referring hospital, typically within 24 hours of patient discharge.
- For hospitalized or complicated cases, a UPC doctor may call to discuss the case directly.