



CENTRAL VICTORIAN VETERINARY SERVICES PTY LTD

Trading As: McIvor Road Veterinary Services Pty Ltd and Central Veterinary Emergency, ABN: 16 625 920 005

Central Veterinary Emergency is a team of dedicated veterinarians, veterinary nurses, and support staff with extensive experience in the areas of emergency and critical care, medicine, and surgery. We operate in a purpose-built facility with equipment catered to emergency care.

Our operating hours are between 7pm Friday to 8am Monday every weekend and public holidays.

We have access to advanced diagnostic and surgical facilities. We work with other clinics to provide the best possible care for clients and patients during the weekend and public holidays.

Our goals are:

- To lift the weight of afterhours off your staff. To improve the work life balance of veterinarians and reduce the need to work overtime.
- To provide high quality and up to date veterinary care that is flexible and individualised. We offer the gold standard initially but adjust the treatment plan to the client and patients needs.
- To provide optimal communication. Clinical notes will be sent at the end of each weekend with more frequent updates available on request. For hospital patients the referring vet will be contacted in the morning before the patient is transferred back into their care.
- To provide respectful second opinions in relation to complex medical and surgical cases. We are available to answer any questions you may have. We also may refer to medical and surgical specialists in Melbourne to make sure that owners have the full range of options prior to making a treatment decision.

We do not offer routine services such as vaccines, dentals, lump removals etc. Unless they are related to an emergency event and permission has been granted from the regular clinic.

Referral Process

Referral can be made by phone or email. For urgent referrals we require direct contact via phone. For non-urgent referrals an email can be sent to us, with history and any relevant pathology and radiology and a staff member will contact your clinic.

Friday 6pm – 8am Monday: admin@centralvetemergency.com.au
or **0413 898 331 (CVE)**

If an estimate is required prior to referral, call us to speak with a member of CVE staff.

*Please advise all clients that further charges will be incurred after transferring their



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pet. A CVE price guide is provided within the referral pack provided to your clinic for reference.

Fill in the entirety of the general referral form and send it via email or with the client.

Client's must be with their pet at admission unless authorised by a member of staff at our clinic. They are required to fill in an admission form and pay a 50% deposit towards the treatment at time of admission. If the patient is not stable a staff member from the referring clinic can accompany the owner. Please note that we do not accept patients in anaesthetic recovery until they are ambulatory, or two hours have passed since anaesthetic end.

At the end of every weekend or public holiday all patient history and information will be send via email to the referring clinic for your records. We provide regular updates to owners and by request can provide updates to the referring veterinarian.

Mclvor Road Veterinary Centre will take over care of our patients following the end of a weekend or public holiday. If owners request their pet to return to their regular vet clinic, we will organise the transfer if the patient is stable for transport. This is the responsibility of the owner or referring clinic, we do not offer a drop off service. All critical patients will be cared for by Mclvor Road Veterinary Clinic until they are safe to transport, or they are discharged.

If you have any questions regarding a case, one of our veterinary surgeons Dr Senura De Silva is available for consultation via phone or email at 0413 898 331 or senura@mclvorvet.com.au

Please note, some referrals such as orthopaedic cases you may need to refer to us during the week. Please contact reception at Mclvor Road Vet Centre as they will also be able to accommodate your clients.

Monday to Friday: info@mclvorvet.com.au or 5443 7749 (Mclvor Road Vets)

Thank you for your continued support.

Dr Senura De Silva BVSc (Hons.) MANZCVS
Dr Mark Sycamniias DVM BVSc
Dr Nadia Wong BCSc MANZCVS
Dr Shayne Ault BVetBiol/BVSc
Dr Kara Frost BVSc DVM
Dr Claire McMorrow BSc BVetBiol/BVSc (Hons)
Dr Juliette Hillyer BSc BVSc