

Vetcetera Pet Healthcare Centre

We want to take this opportunity to formally welcome you to Vetcetera! Our close-knit family environment is our hallmark. We are a one-doctor practice and our clients appreciate the continuity of care a small practice can provide. To provide breadth and depth of expertise, we routinely consult with dozens of specialists to assure the highest quality veterinary care. We genuinely look forward to caring for your pet in the years to come and getting to know you both better. Our clinic is open Monday, Wednesday and Friday from 9am to 6pm and Tuesday and Thursday 11am to 8pm. Doctor's hours are by appointment only.

It is simply not possible for a practice of our size to be available 24 hours a day, 7 days a week. We have learned from experience that when the veterinarians and staff keep work and family time balanced, the result is an increased passion and focus in our work. This ultimately benefits our clients and patients. Therefore, like the majority of veterinary clinics today, we utilize a separate emergency service for night, weekend and holiday shifts. This state of the art facility serves as a specialist referral center for complex internal medicine and surgery cases during the day and an emergency center at night. This is the ideal set-up for an emergency hospital because the two services pool resources to afford an extensive well-trained staff 24 hours a day using the latest technology. Their training, experience and schedule enable the emergency doctors and staff dedicated to this specialized aspect of veterinary medicine to answer questions, treat and hospitalize life-threatening emergencies and see less critical "out-patient" cases during the hours that we are closed.

In the event your pet is seen at Valley Central we will keep a close working relationship with the veterinarians who treat your pet. In some cases, your pet may be transferred back to Vetcetera for follow up care. If your pet must be kept in their critical care facility we will always be available to discuss your pet's medical condition or your concerns while they are at Valley Central.

Though we hope you never need to use the emergency service, it is important to be prepared. Please keep this number for future reference. We have provided a link to a map of VCEH on [THIS PAGE](http://vetcetera.com/emergency.asp) (<http://vetcetera.com/emergency.asp>). We actually encourage you to visit and read all the important information on this page. Emergency instructions will also be on our voice mail system when we are closed. Valley Central is located near Allentown, about 45 minutes from Vetcetera. It is easy to find from Route 78.

Thank you for your understanding of this matter. We strongly believe that this provision is consistent with our commitment to provide your pet the best possible care.
Most sincerely,

Steven T. Gloates, DVM

VALLEY CENTRAL EMERGENCY HOSPITAL: (610) 435-5588
Whitehall, PA

Alternative Emergency Options
Animal Emergency Service of Berks County: (610) 775-7535
Reading, PA

Veterinary Referral Center: (610) 647-2950
Malvern, PA

Willow Mill Veterinary Clinic: (717) 766-7981
Mechanicsburg, PA