



VETERINARY PRACTITIONERS BOARD
AUSTRALIAN CAPITAL TERRITORY

Emergency animal hospitals

Where an emergency centre is advertised, there must be both veterinary and support staff in attendance during the stated business hours.

There needs to be a minimum of two veterinary practitioners practicing at the premises so as to provide for concurrent treatment of emergency cases (the practitioners will not necessarily be on the premises at the same time).

Emergency centres may implement a screening system to eliminate non-emergency cases.

There must be the provision of emergency medical and surgical treatment from a veterinary practitioner seven days per week in the form of:

- (a) veterinary practitioners to be available at all times; or
- (b) employment of communication system providing continuous out-of-hours telephone contact with a veterinary practitioner rostered for duty (a screening system can be implemented to eliminate non-emergency calls); or
- (c) there should be a recorded message directing a caller to a dedicated another dedicated emergency care practice of **equivalent standard** i.e. another veterinary hospital or centre where a veterinary practitioner is rostered for duty, with whom there is an agreement in place to provide after-hours care. This message must contain the sufficient information including the contact details of this other practice.

For premises with a service arrangement identified in either (b) or (c), a sign must be on prominent display at entrance of premises giving contact information for access to the emergency veterinary services of the practice.