Veterinary Specialists & Emergency Services is a dedicated team of knowledgeable, caring and committed professionals who deliver the highest quality health care to our referred patients. Our staff seeks to provide the veterinary community with the best possible support using state-of-the-art diagnostics and therapies for companion animals. Every patient is treated like one of our own pets while we work for your pet 24 hours a day, 7 days a week, 365 days a year.
Emergency care 24 hours a day

The emergency service at VSES is here to provide you with peace of mind when your veterinarian’s office is closed. We are open 24 hours a day, 365 days a year—this means that overnight or on holidays, we will see your pet for any emergency.

We utilize a triage system that helps our staff decide which patients are in the most immediate need of care. As we are the only animal emergency service in the greater Rochester area, this means that you may have to wait to be seen. Because we address patients based on the nature of their problems, critical cases may be seen before your pet. We will see every patient in our waiting room. We appreciate your patience while you wait.

What to Expect

We see walk-in patients as quickly as possible based on the severity of the illness or injury, but our hospital can be unpredictable; so please note that emergency surgery, hospitalized patients, and critically ill patients influence how quickly your pet can be seen. Wait times during peak hours (such as overnights, weekends, and holidays) can be over an hour, but we will do our best to see your pet sooner. Our receptionists will update you on our emergency status and answer any questions you may have during your wait.

During triage, our staff will ask you questions about your pet and then take them into our treatment room as they assess your pet’s condition. As soon as a doctor is available, they will be able to speak with you about your pet’s condition. Your pet may be released the same evening, or may need to be hospitalized for further treatment.

Receiving Updates About Your Pet

It is essential for us to keep you updated on the progress of your pet and for us to be able to reach you in an emergency situation. We will obtain the appropriate contact information upon your arrival.

If your pet is hospitalized, feel free to call after 9 a.m. to get an update on your pet. This gives our daytime doctors enough time to evaluate the patients and be prepared to update you on your pet’s status. It is helpful if only one family member makes these calls.

Did You Know?

Our emergency staff rotates, which means that you may not interact with the same group of people during your pet’s stay. We guarantee that your pet will receive the best quality of care at any time of day or night!

Payment

If your pet requires further treatment or hospitalization after their initial examination, an estimate will be provided and a deposit covering a partial cost of the care plan is required. The balance is due when your pet is discharged. VSES accepts cash, Visa, MasterCard, Discover, and Care Credit. We also offer MVA Pet Care Financing, a payment plan for qualifying individuals. Please speak with one of our customer service representatives or the service coordinator to see if you qualify.

Getting to Know the Service

The emergency service is staffed by six attending veterinarians, eight rotating veterinarians, six service coordinators, as well as a mix of daytime, evening, and overnight licensed veterinary technicians and animal care attendants.

For more information about our emergency service, visit our website at www.vetspecialistsofrochester.com