

Do you have a patient that requires services at Coastal Care?

Is your patient **unstable** or
in **need of 24 hour care** and monitoring

YES

NO

Please submit an online **EMERGENCY** transfer at
www.coastalacrevet.ca

Ensure **all** medical fields of the transfer form
are completed and all diagnostics attached.

**Your team is encouraged to call our ER doctors to
discuss the case.** This helps provide clarity in regards
to further diagnostics and access to specialties.

If there are issues with the portal,
please contact our front desk for assistance
(902) 703-2323.

Please submit an online referral through our
Specialty or Exotics referral portal at
www.coastalcarevet.ca

Ensure **all** medical fields of referral are completed
and diagnostics attached.

If there are issues with the portal, please contact our
Referral Coordinators for assistance;
(902) 703-2323.

All referrals will be reviewed by specialty
teams to **determine patient eligibility.**

Monday to Thursday

ER have the ability to
discuss internal transfers to
specialty departments or
seek advanced
diagnostics/procedures.
**This does not ensure a
same-day consultation
with the specialist as it is
case and schedule-
dependent.** Contact our ER
to discuss.

For access to specialties,
please ensure patients are
**transferred before 2pm on
Thursday** to allow adequate
time for specialty teams to
assess.

Friday to Sunday

ER is fully staffed to care for
hospitalized patients.
However, advanced
diagnostics and specialty
consultation is subject to
availability.

If specialty consultation is
not available and the patient
is requiring care, the patient
can remain in hospital over
the weekend as needed for
patient care. Patients not
requiring ER care will be
discharged and **ER will
consult with the specialty
departments on the
following business day.**

Eligible Cases

Clients of eligible cases will
be contacted by our referral
coordinators to book the
next available appointment.

All specialty services begin
with consultation. Please
note advanced diagnostics
or procedures are **not
always** done on the day of
initial consultation. This is
case dependent and is
always communicated to
the client during booking.

Not Eligible

If the patient case is not
eligible for the initially
intended department, our
referral coordinators **will
redirect the referral to the
appropriate department.**
(ex. comes in as surgery
referral but should be seen
through our medicine
service)

The referring veterinarian
will be contacted about
this change for clarity.

Please note; we do not offer outpatient imaging at this time (CT or US).
All imaging must be referred through a service for case management.