



## **Communicating with your Doctor**

Post your initial phone consultation with your veterinarian, the following is an outline of how to best communicate with your pet's doctor when questions arise about the health and well-being of our patient. We look forward to continue to enrich your and your pet's lives and well-being. Thank you for trusting us to do so:

For simple questions that are not emergencies please email [clientservice@smithridge.com](mailto:clientservice@smithridge.com). This email is monitored during business hours by our front desk client service representatives and will be forwarded accordingly. Please know due to the volume of questions, it may take 3-5 business days to receive an answer so we appreciate your patience.

If there are extensive questions or communications that require a longer conversation please contact the center to schedule a paid phone consult with your doctor. These phone consultations generally run approximately \$54 per 10 minutes of time.

For medical emergencies please contact your local emergency center or local veterinarian and have them email an update of all that is done to [newclientdocuments@smithridge.com](mailto:newclientdocuments@smithridge.com).

Supplement refills: Again, due to volume, we appreciate your patience. We encourage these requests to be executed a minimum 2 days in advance and preferably 7 days in advance to ensure your pet has the medication/treatment needed without interruption. Our pharmacy order form can be found and printed on our website, [www.smithridge.com](http://www.smithridge.com). You can email your request to [orders@smithridge.com](mailto:orders@smithridge.com) or fax it to 914-533-6405 or 914-533-6762. You may also call the center at 914-533-6066 and ask for the order department or call the order department directly at 914-533-6758 to leave your order on our secure order line.