# Black text on a white background reads "Guide Dogs."

# Veterinary Visits and Emergencies

If you have noticed that your pup is sick, or if you have any health related concerns, please consult with your [Puppy Development Advisor](http://gdnpuppycentral.com.au/contact-us/) prior to seeking veterinary advice (unless it is an emergency, or after hours). If your Puppy Development Advisor is away please email the Puppy Development Manager, [Karen Hayter](mailto:%20khayter@guidedogs.com.au).

Pre-approval is required for all non-emergency related veterinary visits. This includes follow-up or subsequent visits that may be requested by your local Veterinarian.

Once receiving approval from Guide Dogs, please contact your local Veterinarian listed under our [Approved Routine Vet Care and In Hours Emergency Clinics](https://gdnpuppycentral.com.au/approved-veterinary-clinics/).

Should the Veterinarian recommend x-rays be taken, and it is not an emergency situation, please contact the Guide Dogs Centre and we will organise for the pup to visit our Veterinary Hospital to have the x-rays done.

## After Business Hours

If it is out of office hours (before 8:30am and after 4:00pm on weekdays, or on the weekend), please see the list of Urgent versus Non-urgent Health Concerns below to assist you to determine what next step to take.

If it is a non-urgent matter, please contact your Puppy Development Advisor or the Guide Dog Centre in the morning to discuss your pup’s health concern.

If it is an emergency or urgent health concern, where you feel your pup requires immediate veterinary treatment, please follow the Emergency procedure below.

If you are uncertain whether the health concern is urgent or non-urgent, you may call your local Veterinarian and discuss your concerns so they can assist you to determine whether immediate veterinary care is warranted.

## Emergency Procedures

For emergencies, please contact your local Veterinarian listed in our [Approved Veterinary Clinics](https://gdnpuppycentral.com.au/approved-veterinary-clinics/), or if it is out of business hours for them, contact one of our listed 24 Hour On-call Vets or Critical Care Referral Centres, both of which can be found within our [Approved Veterinary Clinics](https://gdnpuppycentral.com.au/approved-veterinary-clinics/) list.

It is a good idea to keep the number of your closest Veterinary Clinic and also 24 Hour On-call Vet in your phone, or listed near your landline phone. Unfortunately, pups can become ill quickly, especially if they ingest a foreign body or toxin. Please take your pup to your closest Veterinary Hospital immediately.

You should then make contact with your Puppy Development Advisor or the Guide Dogs Centre to report the emergency so that we can contact you and keep track of the pup’s health.

## Urgent versus Non-urgent Health Concerns

It is hard to classify symptoms of illness into non-urgent and urgent categories as many could fall into both categories, or start as non-urgent and progress to urgent.

Typically, the following symptoms are generally not urgent:

* Mild nose or eye discharge
* Ear infections
* Scratches / minor cuts
* Minor rashes
* Dry skin
* Hair loss
* Frequent urination (if less than 12 hours duration and not accompanied by straining or blood in the urine)
* Occasional coughing or sneezing
* Diarrhoea and/or vomiting without fever or lethargy
* Minor lameness

The following symptoms and illnesses would be considered urgent or emergencies, and require contacting Guide Dogs and seeking veterinary treatment immediately:

* Severe trauma (such as being hit by a car)
* Trauma to the eye
* Fractures
* Toxin or poison ingestion
* Diarrhoea and/or vomiting with fever or lethargy
* Unconsciousness, weakness, or paralysis
* Seizures
* Bloat
* Shock reaction to a vaccine
* Difficulty breathing
* White, blue, or yellow gum colour

## Reporting Health Concerns

Information to have ready when reporting / discussing a health concern with your Puppy Development Advisor or Veterinarian:

* Dog's Name and Dog Code
* Age
* Weight
* Symptoms and severity (e.g. diarrhoea - grade 4, vomiting food - 5 times in an hour)
* How long the symptoms have been occurring
* Any care or treatment you have given (e.g. bland diet, withholding food, cleaned ears)
* Your contact details
* If able to, you can capture photos or video of the health concern to share with your Puppy Development Advisor or Veterinarian.