

What to Expect at Your Pet's Urgent Care Appointment

We are located at 173-175 Charlton Road, Sturbridge, MA. If your pet's appointment is at our Urgent Care building, it is the white building with the green doors. Please park in front of the building.

When you arrive, please remain in the parking lot in your vehicle with your pet, and give us a call to check in at 774-241-3111. We will review your contact information and have you wait in your vehicle until the exam room is ready.

Our certified veterinarian technician will call you to review your pet's medical history, medication list, and diet, and address any concerns that you may have. This review gives us information about your pet's health and notes any changes since the appointment was made. We will then come to you in the parking lot and bring you and your pet into the exam room.

APPOINTMENT SPECIFICS

At the appointment, the clinical team will perform an exam. After the examination, the veterinarian will speak with you about their assessment and will provide recommendations for the next steps for diagnostics and/or procedures such as medication, a workup, and lab work.

- An estimate will be generated so that together, you and your team will decide how to proceed.
- If a workup is recommended, we may need to keep your pet for a few hours. The team will discuss the next steps with you.
- The initial exam takes approximately 30 minutes depending on your pet's needs.
- Payment is expected at the time of service. We accept cash, credit cards, and CareCredit.
- If you have any questions or concerns, do not hesitate to contact our office. We will ask for your preferred means of communication and will do our best to communicate with you in this manner. We use email, text, and phones.

We look forward to seeing you and your pet soon. If you have any questions in the meantime, give us a call and we will be happy to assist.

Kind Regards,
Veterinary Specialty Center of Sturbridge