

Emergency Care Policy – PetMed of Key West

At PetMed of Key West, we understand that emergencies can happen at any time. That's why we have a veterinarian **on call 24 hours a day, 7 days a week** to assist with urgent medical needs for our current patients.

Please note the following about our emergency care services:

- **Our clinic is not staffed 24/7**, and there are **no veterinary clinics in the Dubuque area that are staffed around the clock**. While our on-call veterinarian can meet you at the clinic if needed, there is no overnight staff or continuous monitoring available locally.
- **We only provide after-hours emergency care for active patients**. This means your pet must be **up to date on their annual wellness exam and core vaccinations (as applicable) through our clinic** to be eligible for on-call emergency services. Annual exams are required every 12 months but a grace period of up to 16 months is given to current patients.
- For pets not meeting these criteria, or for advanced overnight care, we recommend contacting one of the 24/7 veterinary emergency hospitals:
 - **VCS-VES Veterinary Emergency Service** – Middleton, WI | (608) 831-1101
 - **Blue Pearl Emergency Vet** – Cedar Rapids, IA | (319) 841-5161

We are committed to providing the best possible care to our established patients and thank you for trusting us with your pet's health.