**Veterinary Financial Assistance (VFA) Program – Emergencies**

If your guide dog or K9 Buddy experiences a life-threatening emergency, please seek veterinary care immediately to stabilize your dog. You do not need pre-approval before seeking emergency medical care.

**During normal business hours (8am-5pm Pacific Time, Monday through Friday):**

* Once your dog has been assessed, please call the VFA department at 800-295-4050, option 2, then option 2 again to obtain an authorization number for financial assistance for continued medical care.

**After hours:**

* Once your dog has been assessed, you may proceed with continued care up to $3000 outside of normal business hours.
  + Please call the VFA department at 800-295-4050, option 2, then option 2 again the following business day to give an update and receive an authorization number.
* If you need veterinary care over $3000, immediate payment assistance, or collaboration with GDB about the treatment plan, please call 800-295-4050 to speak with our answering service. They will connect you to an appropriate GDB staff member or take a message and someone will call you back in a timely manner.

**Preparing for Emergencies:**

Make a plan for veterinary emergencies ahead of time by researching the following:

* Is your veterinarian available during non-business hours or do you need to contact a local emergency clinic?
* What is the billing policy of your local emergency clinic?
* **Many emergency clinics require deposits and payment at the time of service. Make a plan in advance about how to handle this situation should the need arise.**
* If you are traveling, research animal emergency clinics near your destination.
* Keep your emergency contact information readily available for friends and family members.