



Garth W. Lamb, DVM

Leslie A. Schur, DVM

Kevin D. Ballard, DVM

James W. Dorenkamp, DVM

Dear Valued Client,

Thank you for choosing Desert Pines Equine Medical and Surgical Center for your equine medical needs. Our practice was established in 1998 and we have four veterinarians serving Las Vegas and its surrounding areas. Our mission is to provide high quality, progressive veterinary medicine, compassionate care, and quality customer service to our patients and our clients.

DPEC is southern Nevada's only full-service equine hospital. The facility includes a reception area, pharmacy, surgery suite, two indoor treatment areas, two ICU stalls equipped with web-cams, ten stall barn, paddock, isolation stall, trailer parking, and a private stallion collection area. Our new building was completed in 2007 and houses the second exam area, lab equipment, doctor's offices, and conference rooms.

Veterinary Services Offered:

- Preventative Medicine
- 24/7 Emergency Services
- Internal Medicine
- Digital Diagnostic Imaging
- Dentistry
- Endoscopy (including gastroscopy)
- Progressive Sports Medicine and Therapies
- Emergency and Routine Surgical Services
- Shipping Requirements
- Laboratory Diagnostics
- Reproduction Services
- Online Pharmacy
- Routine Small Ruminant, Pig, and Food Animal Services

Appointment and Emergency Policies:

- Routine ambulatory and in clinic appointments are scheduled Monday through Friday between the hours of 8am-5pm.
- We offer drop off services for in clinic appointments if you are unable to be present. Call to make arrangements.
- DPEC veterinarians are on call evenings, weekends and holidays for emergencies only.
- Emergencies take precedence over scheduled appointments. In the event that the DPEC veterinarians need to attend an emergency situation during office hours, this may cause the scheduled appointments to be rescheduled. We ask for your understanding in these situations with the assurance that we extend the same emergency services to you at all times.
- DPEC provides routine and emergency ambulatory care to Las Vegas, Henderson and Boulder City. Other areas, including Logandale, Moapa, Overton, Pahrump and Sandy Valley, are available on a limited basis.

It is our privilege to practice in Las Vegas alongside a dedicated group of horse enthusiasts. DPEC veterinarians and staff share your passion for care of a happy, healthy horse. It is also our honor to work with clients who refer us to their friends and family. We sincerely thank you for your business and look forward to providing your horses the veterinary care they deserve. Please do not hesitate to call the office if you have any questions regarding our services or the welfare of your animals. More information about us can be found at www.desertpinesequine.com.

Sincerely,

The Veterinarians and Staff of Desert Pines Equine Center



Garth W. Lamb, DVM

Leslie A. Schur, DVM

Kevin D. Ballard, DVM

James W. Dorenkamp, DVM

Requesting Veterinary Services, Routine and Emergency

The DPEC veterinary medical team prides itself in providing our clients high quality equine medicine. Please keep the following policies and guidelines in mind when requesting veterinary services and products from us so that we can continue to offer you our services free of complications.

DPEC Financial Policies

- Payment is due at time of service.
- DPEC accepts cash, personal checks, Visa, MasterCard, Discover, American Express, and Care Credit.
- All checks require your valid driver's license number and expiration, current address, and phone number and must be made out to "Desert Pines Equine Center."
- If you are not planning to be present for your horse's appointment, payment must be set up before services are rendered.
- A \$15 fee is charged for all returned checks.
- In the event that your horse is hospitalized, a deposit is required upon admission and balance is due at time of patient discharge.
- DPEC offers a secure credit card authorization program. Simply fill out an authorization form in the office.

Remember that emergencies do arise. *Have a plan!* If you are leaving your horses with a caregiver, or have your horse at a boarding facility, we suggest that you give that person emergency instructions and our contact information. Always contact our office with that caregiver's name (in the event you cannot be reached) and whether they have your permission to request veterinary services on your behalf (**we are unable to treat horses without owner's consent**). If you are leaving a caregiver in charge of your veterinary decisions, we will need a credit card on file and your horse's insurance information (if insured) to perform those services. Make sure that all of the contact information we have for you is up to date. It is also important to discuss with your veterinarian during preventative care visits how to determine if your horse is an emergency surgery candidate.

Even if your horse is not with a caregiver, please *have a financial plan in place* so that the stress of your horse in need is not complicated further. Equine insurance is available for different situations. We suggest researching different companies and plans to find what works for you. DPEC needs your horse's insurance information on file so we can update the company in accordance with that horse's policy. Aside from insurance, setting aside emergency credit cards or savings accounts are a great way to plan ahead for your horse's veterinary needs.

Desert Pines Equine Center is here for all of your horse's veterinary needs. Please feel free to contact us with any questions you have regarding the health care and well being of your horse.

Equine Veterinary Education

Our veterinary medical team is available to schedule educational presentations on a variety of equine health topics for your club, association, or school. Simply contact Lisa by phone or email (702-645-2247) (lisa@desertpinesequine.com) for arrangements. Presentations such as performance horse health, biosecurity, nutrition, and colic are popular topics. Children and teenagers usually benefit from learning about the veterinary field and veterinary medicine education. Tours of the hospital are also great learning tools that are available to schedule.



Children performing mock surgery on a stuffed horse at a DPEC Open House