

Medical Contacts

Non-Life Threatening Emergencies

Contact one of the following as soon as possible:

Mary Ellen Pratt - Region Coordinator - 716-947-5135 or 716-704-8402 (Cell)

Robin Brooks - Region Manager - 716-652-7951

When reporting a medical problem, please provide the following information:

- Puppy's Name, Tattoo Number, DOB, Weight & Temperature
- Explain problem and symptoms - signs of illness and severity (diarrhea, vomiting food, vomiting fluid, skin rash, etc.), length of time puppy has shown signs of illness, any care you have started (withholding water & food, cleaning ears more frequently, etc)
- Provide a digital picture if it will help describe the problem, i.e. skin rash or irritation, damaged tooth, etc

Life Threatening Emergencies

If circumstances warrant immediate medical treatment, seek medical attention from your vet and contact either Mary Ellen Pratt or Robin Brooks at the numbers listed above while you are at the vet's office.

If Mary Ellen or Robin are not available, contact GEB during regular business hours (M-F 9AM-5PM) by calling the main number at 914-245-4024. Tell the receptionist that you have a veterinary emergency and ask them to page the veterinary staff. After business hours (M-F 5PM - 9AM and all day Sat, Sun and Holidays), call the answering service at 1-800-967-3194.

Important

Pre-authorization from the Region Coordinator is required for all visits to the vet, including follow-up or subsequent visits as requested by the vet. All procedures and treatments must be authorized by GEB in advance. Failure to receive authorization before any visits to the vet, any treatments or any follow-up appointments will not be reimbursed by GEB.

Additional Information

Log in to the GEB web site and click on Veterinary Contacts