



July 27, 2022

Dear Great Lakes Equine client,

Considering the nationwide veterinary shortage, increasing numbers of veterinarians leaving the profession, lack of available emergency care providers and to reduce compassion fatigue for my current staff, we have made the difficult decision to only provide emergency services to our wellness clients.

**What is a wellness client?**

We will make an honest effort to clearly define what makes a wellness client. Simply stated, your horse must be under the care of a veterinarian from Great Lakes Equine and have, at the minimum, one visit, per year, for vaccinations, physical exam and dentistry. It is not enough to have one horse vaccinated with one vaccine and fall under “wellness client status”. We want to provide emergency care to those patients with whom we are familiar and whose health care is managed by Great Lakes Equine. Current clients who use GLE for breeding and performance enhancement only would not be considered wellness clients at this time. However, wellness status can be achieved by making your appointment today for fall vaccines and a dental checkup. If you are unsure, feel free to contact the clinic to find out your status as a wellness client.

**If I am a client, what do I do?**

If you are a current wellness client, nothing changes. Call our emergency line at 920-779-4444.

**What if I only use Great Lakes Equine for emergencies or specialty services like breeding?**

If you are a client that only uses GLE for emergency or specialty services, you can become a “wellness client” by calling 920-779-4444 to make an appointment to discuss a vaccination protocol and to evaluate physical and dental health.

If you would like to continue using your local veterinarian for routine wellness services, please call them first when an emergency occurs. You can be seen by Great Lakes Equine on an emergency basis by following this protocol:

- Call your regular veterinarian to evaluate your horse on the farm.
- After evaluation, your veterinarian must call and speak to a GLE doctor and refer your horse into our clinic.
- Once your horse is discharged, we will speak with the referring veterinarian about any follow up care.

Referrals will only be seen in the clinic. Emergencies during business hours will be handled in the same manner.

**What if my veterinarian doesn't answer the phone or does not take emergencies calls?**

While we know that this may cause a hardship for some horse owners in the Fox Valley, we encourage all horse owners to have a plan in place for emergency care if they choose not to allow GLE to provide their wellness care. Effective immediately, Great Lakes Equine will refer non-wellness clients to Wisconsin Equine Clinic and Hospital in Oconomowoc and UW-Madison Veterinary Medical Teaching Hospital in Madison. They continue to provide emergency and critical care and are aware of our decision.

**Can I pass this information on to a friend?**

Please help us spread the word specifically to horse owners who rely on GLE solely for emergency care. If you have a friend who may be unsure of their “wellness client status” with us, please ask them to reach out to us directly. We will be sending out an email and posting on social media, but we know we cannot reach everyone. It is our sincere hope to keep communication and expectations clear while continuing to provide the best care to those who entrust us with all of their health care needs.

If you have any additional questions, please do not hesitate to call.

Sincerely,

Dr. Rob Blohowiak