



January 29, 2023

Re: Welcome Letter

Welcome to the TexasEMA herd! This letter is to introduce you to our values, communication and business practices, and to help us to get to know one another. Thank you from the bottom of our hearts for trusting us with your horses and donkeys.

Texas Equine Medical Associates are dedicated to providing high quality veterinary care to your horses in Central Texas. We utilize our purpose-built vehicles as mobile clinics to provide nearly every service you would expect in a referral institution at your barn. There are many benefits to this approach: treating a horse at its location may uncover environmental factors affecting its health, convenience to the owner who does not have to transport an animal to a medical facility for routine care, and less trauma to a sick animal in transport.

Starting in January 2023, we are excited to have Dr. Haley Brown join as a full-time member of our medical team. Dr. Brown is certified in acupuncture and has a focus on musculoskeletal examinations. We have a collaborative team environment in which Dr. Brown and I work together toward your horse's health and, additionally, seek opinions from other experts when needed.

We strive to provide excellent communication to every client including estimates prior to your appointment. Our business number, **512-537-0451**, is visible to our staff including Dr. Norton and Dr. Brown. Please don't hesitate to call or text if you have questions or need to schedule appointments during business hours (9am- 5pm). **We do ask that you refrain from calling or texting after hours unless it is an emergency as it does contact us at all hours.** For non-emergency communications after hours, please email us and we will try to respond the next business day. Our administrative staff, Kelly and Jillian, can be reached at admin@texasema.com, Dr. Brown may be reached at haley@texasema.com, and Dr. Norton can be reached at piper@texasema.com.

We utilize a custom electronic medical records system that allows us to email the patient examination record after the appointment. We feel that open communication and transparency is key to a trusted relationship. Our billing is done through QuickBooks and, in most cases, invoices appear from an Intuit email. We do expect payment at the time of service and do not provide any payment plans. We also require a credit card number on file, stored only in QuickBooks for security. An authorization form is provided and required. If the invoice is left open for 7 business days, we will charge the card on file for the balance.

Coggins and health certificates are performed through Global Vet Link. Upon creating your own Global Vet Link account, you can access your documents directly as soon as the testing is completed: <https://user.globalvetlink.com/>

Emergency services are offered to existing clients/patients in good standing when we are available. A “client/patient in good standing” is defined as yearly preventative care exams and services by our doctors and an established current client-patient relationship for both the owner and the animal. We are currently exploring options to expand our ambulatory emergency capabilities, but we always recommend that clients have access to a horse trailer in the case that a referral hospital is needed. Please practice trailer loading with your horses and donkeys regularly.

These practices help us to be more available to you and your horse. Please don't hesitate to reach out if you have concerns and we will try to assist you in a timely fashion.

With gratitude,

Piper Norton, DVM, DACVIM, Haley Brown, DVM, CVAP, and the TexasEMA team