



MOUNTAINSIDE
24/7 ANIMAL EMERGENCY

Meet Our Referral & Operation Coordinator

ABOUT THE REFERRAL & OPERATIONS COORDINATOR ROLE

Our Referral & Operations Coordinator is here to be a resource for veterinarians and their staff. We work together with primary veterinarians to take care of your clients and patients. Our Referral & Operations Coordinator is here to create smooth communication between our hospital and yours, sharing information and resources to help you, your clients, and your patients have the best experience possible.

HOW OUR REFERRAL & OPERATIONS COORDINATOR CAN HELP YOU:

- Resolve any concerns, complaints, or issues regarding a case you have referred to us.
- Create clarity about our 24/7 emergency service or any of our processes (e.g., pricing information, how to share records, etc).
- Hear your feedback and advocate on your behalf within Mountainside.
- Provide informational items such as magnets, stickers, brochures, and other items for your staff and clients.

GUIDING YOUR CLIENTS

- Include our contact information on your after-hours voicemail message
- Include our contact information on your website for after-hours emergencies
- Put up the provided window cling near the front door or entrance (or let us know if you need one!)
- Provide our brochures to clients and include in your new patient packets



Meet Chelsea

Chelsea has been with Mountainside since 2021. Initially starting as a veterinary assistant and then transitioning to a CSR role, she quickly realized that speaking with clients and helping them through difficult situations was where she flourished. During her time as a CSR Chelsea loved to help put clients' minds at ease when they came in with their pets by talking them through the visit process and sending photos to owners whose pets required overnight stays.

In February 2023, Chelsea changed roles once again and became Mountainside's Referral & Operations Coordinator or ROC. Since beginning her role, she has spearheaded many projects and events such as our angel fund, outpatient ultrasounds, and rooftop CE dinners. Her favorite part of the role, however, is getting to know the staff at all the surrounding clinics. She loves stopping by to say hello with chocolates and her little pug Chester in hand. Outside of work, you'll usually find Chelsea walking along the water or wandering through the forest with Chester by her side.

Contact Information

referrals@mountainside24er.ca | 778-955-7852

Scan to sign up for our
Referral Community
Newsletter!



Open 24/7/365

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