



Outpatient Pet Emergencies

Due to an unprecedented volume of pets requiring emergency care we ask for your patience as you wait for your pet to be evaluated by our team.

My pet has been taken back into the emergency room, now what?

- Our technical staff is evaluating how urgent your pet's medical concern is to prioritize which cases receive immediate attention
- Once your pet has an exam one of our veterinarians will discuss their diagnostic and/or treatment recommendations, provide an estimate of cost and ask for your approval
- Like a human ER your pet will go into a line with other patients that have testing or treatment orders including:
 - Blood work, x-rays, ultrasound, treatments including fluid or medication administration
 - *Please understand that there are many patients and only few technicians (global staffing shortages) thus wait times are longer than they have been previously (average 2-4 hours)*
- Once the managing veterinarian receives the results, evaluates them, and makes medical decisions they will meet with you, or call you, to discuss next steps/recommendations
- When your pet is ready to be discharged patient care instructions will be discussed along with recommended medications or at home treatments. A summary of the visit will be written and either provided to you in print, or via email. A copy will be sent to your referring veterinarian along with notes from the managing veterinarian. Please ask questions or share concerns.
- We try to remove all bandages before the time of discharge, but sometimes you may be asked to remove the bandage when you get home. Do not leave these bandages on longer than an hour. If you have questions about whether a bandage should be removed, please call us.
- We require full payment at the time that services are rendered. For your convenience, we accept Visa, MasterCard, AMEX, Discover and [CareCredit](#).
- Thank you for allowing us to be part of your pet's care. We welcome feedback about your experience throughout your pet's stay.

Please be patient as our team evaluates and treats your pet- we promise to communicate important information to you as soon as we can. Thank you for your understanding!

