

WHAT TO EXPECT FROM YOUR ER VISIT



SIGN IN

After notifying our customer service team of your arrival, the emergency department will be notified of your pet's arrival via a triage call.



THE TRIAGE PROCESS

A triage technician will communicate with you to better understand why your pet is presenting to the hospital. They will take your pet to the treatment area for immediate evaluation while you fill out the necessary client and pet information forms.

EMERGENCY TRIAGE LEVELS

Based on your pet's presenting concern and vital parameters, your pet will be assigned a triage level.



TIER 1

Patient is critical, treatment must be initiated within seconds to minutes.



TIER 2

Patient is urgent, although currently stable, treatment should be provided within minutes to hours.



TIER 3

Patient is stable, treatment should be initiated within hours.

Based on your pet's stability and need for rapid diagnostics or care, our triage team will ask you to fill out a consent form.

1. If your pet does not need rapid diagnostics or treatment due to its stable condition, a consent form will be required including the consent for the examination fee.
2. If your pet needs immediate diagnostics or treatment, a level 1 or level 2 consent form will be required, consenting to immediate treatment, diagnostics and associated finances.



Due to high wait times in our emergency room, we encourage you to return home while your pet is being evaluated. Once the forms (listed below) are completed, you are free to leave the hospital.

We request that you keep your phone ringer on at all times to avoid missing our call.



FORMS

1. **Client and pet information form:** this allows our team to enter information into our electronic medical record system.
2. **Consent form:** this allows AVES to immediately treat your pet if needed and to know your wishes if your pet has a life-threatening emergency and we cannot get a hold of you after you leave the hospital.



WAIT

Your pet will be closely monitored while waiting to be seen by a veterinarian. Our triage team will monitor their vitals and comfort level. Patients in the emergency department are evaluated in order of the severity of their condition. Urgent or stable patients (Tier 2 & 3) may have a longer wait time. You will receive periodic updates on your pet's condition.



EVALUATION

Once a veterinarian is able to evaluate your pet, our team will contact you to obtain a comprehensive history. The veterinarian will then call you to discuss your pet's condition and provide you with recommendations for their care. Together we will create a treatment plan that works well for you and your pet.

FINANCIALS

You will be given a detailed estimate of cost associated with your pet's treatment plan.

If your pet is hospitalized, you will be required to pay 75% of the estimate upfront and the remainder at the end of the visit.

If finances are a consideration, speak with our customer service team about payment options, including Care Credit and Wells Fargo Health Advantage.

Experiencing a pet emergency is a stressful time and our team is here for you. If you have any questions or concerns, please do not hesitate to communicate with our team.

