

# Providing Excellent Care for Your Pet is **OUR TOP PRIORITY**



## UPON ARRIVAL

Once your pet has received an initial evaluation by one of our experienced veterinary technicians, care for your pet will be prioritized based on the nature of your pet's condition and on the order of arrival. We use a triage system similar to that used in human emergency rooms to quickly determine which pet patient must be seen next, especially during busy times. *(Please see the back of this page for more information on our triage levels.)*

We will do our best to provide an estimated wait time to you upon your arrival, but please understand that this is sometimes challenging due to the nature of emergency medicine. We are pet parents too, and we know how hard it is to wait for care when you're concerned about your pet. Our front desk staff and technicians are available if you have questions and will check in with you periodically, as possible, to provide updates. If your pet's condition deteriorates while you wait, please let our vet team know.

## EXAMINATION & TREATMENT

A veterinary technician will further evaluate your pet's condition and will collect your pet's medical history. Following this, an ER veterinarian will perform a complete examination, and a doctor or other staff member will provide information on treatment options and costs. We will answer any questions you have to help you make the best decision possible for your pet's care.

Depending on the nature of the illness or injury, there may be inpatient or outpatient options for additional treatment. With your permission, this could result in further care by one of our veterinary specialists and/or recommendation that your pet be admitted to our hospital. If extended care in our hospital is required, we will continue to provide periodic updates on progress and/or additional recommendations for treatment.

## SHARING INFORMATION

Your family vet is a big part of your pet's care team. Within normal business hours, we will share with your family veterinarian a complete record of your pet's examination, any lab results, and/or x-rays. For pets admitted to our hospital, we provide updates on a 24-hour basis to facilitate continuity of care for your pet.

**We appreciate your patience and thank you for trusting us with your pet's emergency and specialty care.**

*Where smart pets bring their people.*

# Veterinary Specialists of the Rockies

# TRIAGE OVERVIEW

PRIORITY  
1

## Resuscitation

Immediate stabilization is required for best chance of survival.

- Collapse
- Difficulty Breathing
- Heat Stroke
- Snake Bite
- Bloat (GDV)
- Actively Seizing
- Allergic Reaction
- Urinary Blockage
- Hit by Car
- Excessive Bleeding



PRIORITY  
2

## Emergent

Urgent care is needed to stabilize patient.

- Paralysis
- Birthing Difficulties
- Fractures
- Bowel Obstruction
- Vomiting
- Bloody Diarrhea
- Poisoning
- Fever



PRIORITY  
3

## Serious

Patient is currently stable but serious nature requires further evaluation.

- Diarrhea but alert
- Eye Issues
- Lacerations
- Urinary Tract Problems (Not Obstructed)



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4

## Minor

Injury or illness is not life threatening.

- Lameness
- Abscess
- Minor Wounds



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5

## Non-Urgent

Continuity of care for pet may be best if treated by your family veterinarian if possible.

- Skin Conditions
- Ear Infections
- Chronic Diseases if deemed stable by medical staff

