



What to Expect During Your Visit

Check-in

1. **COVID-19:** Please let us know immediately if you are exhibiting signs of respiratory illness (fever, cough, shortness of breath) or if you've had a recent exposure to COVID-19. We will provide the same care to your pet regardless, but we will take extra precautions to keep our staff safe and healthy. Our staff will wear masks when interacting with all clients.
2. We use a virtual waiting room to reduce wait times in our lobby. You and your pet can wait comfortably at home during extended waits. Your contact information and pet's information will be added to the portal and our staff will contact you with text updates as available.

Triage

1. Our staff will be reviewing the information you provided on your registration forms while you are in the virtual waiting room. Please fill out these forms promptly, as this information helps our team determine the severity of your pet's condition. If you have any trouble completing the forms online, please contact the front desk at (360) 635-5302.
2. Patients will be seen by a veterinarian in order of priority. Patients needing immediate lifesaving care (respiratory distress, etc.) take priority over stable patients needing urgent care (vomiting/diarrhea, etc.) or patients with stable conditions (ear infections, skin concerns, etc.). There may be delays for stable patients. Please keep us informed of your pet's condition while you wait, especially if you feel that your pet is declining.
3. We will send you a text message to invite you into the hospital for triage when we are ready to see your pet. We are a 24-hour emergency hospital and may reach out in the middle of the night. Multiple attempts to reach you will be made, but we will move on to the next patient and you will lose your place in line if we cannot reach. Please reach out to us via phone to be re-added to the waitlist if this happens and you are still seeking care. Please provide the best contact information to reach you and remain available by phone while on our waitlist.
4. Please bring your cat in a carrier. If you do not have a carrier, please notify our staff and we can provide a cardboard carrier for you.
5. Please proceed to the reception desk to check in when you arrive for triage unless you have been asked to remain in your vehicle. If your pet is exhibiting symptoms of a communicable disease our team members may ask you to wait in your vehicle when you arrive and you will be taken directly into an exam room. Please let us know if you have a young pet who has not been fully vaccinated.
6. A member of our triage team will meet you in the lobby to get your pet's history. Afterward, your pet will be taken to the treatment floor to obtain vitals and allow the doctor to perform a physical exam. This typically takes 15-20 minutes but can take longer if other pets with life-threatening emergencies arrive. We ask that owners do not accompany their pets during the exam process. This allows our team to be efficient and thorough in our exams and most pets do very well. Please tell the triage nurse if you have concerns or if your pet historically does not do well at the vet.
7. Once completed, a member of the ER team will update you. **Please remain in the lobby while your pet is being triaged. If you leave before signing a care estimate, your pet's care could be delayed.**

Meeting with the Doctor

1. A team member will escort you to an exam room when the veterinarian has examined your pet and is ready to go over your concerns and a plan of care for your pet.
2. Once the veterinarian has discussed care options with you, they will put together a written estimate based on your conversation.
3. A team member will be in shortly to review this estimate. If you agree with the estimate, you will be asked to leave the low end of the estimate as a deposit.
4. **Once you have left your deposit, you may leave the hospital if you wish** as diagnostics and treatments take time to complete. **Please do not leave prior to this, as it could cause delays in your pet's care.** Please speak with the front desk staff so arrangements may be made if you need to leave before this. It is very important that you remain reachable by phone while your pet is in our care to avoid delays in treatment.

Diagnostics and Treatments

1. Your pet's veterinarian will discuss any diagnostic results with you once all diagnostics are completed. Based on diagnostic results an adjusted treatment plan and estimate may be provided.
2. A team member will reach out when it is time to return and discuss discharge instructions.

Hospitalization and Visitation

1. We can facilitate visits with your pet at the veterinarian's discretion if they are hospitalized overnight. Our priority is providing your pet with the best care possible. Visitation won't be allowed if it interferes with treatments, and we may have strict times when visits can occur.
2. The veterinarian will reach out to you with any diagnostic results, care updates, or changes to your pet's condition. They perform examinations on all their patients, and often can't speak with you until they have examined your pet and updated your pet's chart. Our nursing team is happy to provide updates, but please avoid reaching out for updates from 6 am – 9am and 6 pm – 9 pm to allow the teams time to convey important patient information during shift changes and rounds.
3. We will reach out to schedule a time for discharge when your pet is ready to go home. Team members *may* not be available for discharges during rounds and shift changes (6-9 am and pm).

Discharges

1. A team member will review the discharges the veterinarian wrote for your pet. They will go over any home care, medication, and other instructions.
2. You will be asked to sign these discharges to confirm that you understand them.
3. A reception team member will then collect any remaining balance or refund any overages.
4. Your pet will then be returned to you.

We look forward to working with you to provide the best care possible for your pet. If you have any questions or concerns during your visit, please call us at (360) 635-5302.