

## WHAT IS TRIAGE?

It is common to have multiple pets arriving for at an ACCESS ER, at any given time.

To assign priority for treatment, we triage each pet on arrival to determine if their condition is life-threatening, one that could worsen in a short period of time, and/or what is the timing opportunity for care.

### Priority 1

#### May require immediate care

**Examples:** Poisoning, Collapse, Snake Bite, Bloating, Heat-Stroke, Open Bone Fracture, Actively Seizing, Allergic Reactions, Difficulty Breathing, Excessive Bleeding, Paralysis.

### Priority 2

#### May require care within a few hours

**Examples:** Closed Fractures, Diarrhea, Actively Vomiting, Urinary Tract Problems, Bowel Obstruction, Birthing Difficulties.

### Priority 3

#### May require care within several hours / days

**Examples:** Skin Conditions, Lameness, Sore Eyes/Ears, Abscess, Minor Wounds, Chronic Diseases.



The word "triage," means "to break into three pieces," originally applied to a process of prioritizing injured soldiers by Baron Dominique Jean Larrey, Surgeon in Chief to Napoleon's Imperial Guard.

#### Discover more at...

[accessvetsflorida.com/pet-emergencies](https://accessvetsflorida.com/pet-emergencies)



## ACCESS – Palm Beach County | Emergency & Critical Care

# THE ER TREATMENT PROCESS

The foundation of our hospitals is in our name, **ACCESS – Advanced Critical Care, Emergency, and Specialty Services**. This is where we focus on a single mission: Use whatever it takes – know-how, cutting-edge technology, and dedicated, compassionate teams – to save pets' lives and help injured or sick animals to heal.

There can be numerous steps in this process, and to help you understand what goes on in the emergency room, and why on occasion you may have to wait several hours, we have compiled this simple fact sheet.

While we will always endeavor to keep you updated on your pet's situation, please never hesitate to reach out if you have any questions or concerns. We're here for you and your pet.



### Check-in (24x7)



Your pet is triaged.



Pets with **life-threatening** issues are always given the highest priority for life-saving treatment.

Or

If your pet's condition is **not life-threatening**, you'll be asked to wait while we treat a more critically injured or sick pet.



Your pet is taken into the emergency room to be examined by a doctor. If additional information and diagnostics are required, we will get your authorization to perform tests such as emergency labwork, and will start immediate, life-saving treatment if needed. Team members work together to provide this care, at the same time as contacting your primary vet for medical records, and if needed, calling in a specialist for consultation.



**Don't worry. Your pet is made as comfortable as possible, and is constantly monitored by trained animal care assistants throughout this process.**



Once we identify the problem, we will discuss treatment options with you and obtain approval for treatment and diagnostics such as labwork, X-ray, ultrasound, CT, or MRI. Options for hospitalization will be discussed if your pet needs to stay with us for care.



Doctors and medical teams work together to carry out the treatments and care that you have approved.

Plus

Our Client Care staff will help you with the necessary paperwork



**We will keep you posted, explain how your pet is doing, and help to ensure you are as comfortable as possible while you wait.**



**Check-out.** After your pet has been treated and given the okay by doctors, you will be discharged with further care instructions knowing that your pet has been in good hands.

**ACCESS**  
Specialty Animal Hospitals®  
Palm Beach County

[www.AccessVetsFlorida.com](https://www.AccessVetsFlorida.com)

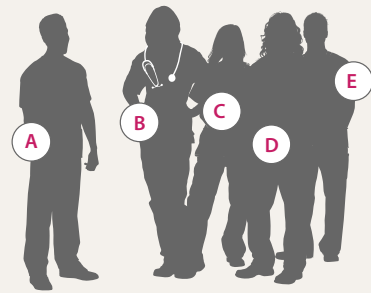
Owned by veterinarians. Loved by animals.

OPEN 24X7  
FOR PET  
EMERGENCIES



# A DEDICATED, EXPERIENCED AND COMPASSIONATE TEAM CARING FOR YOUR PET.

Emergency rooms are busy and serious places, where every team member, from the doctors to animal care assistants have a role in helping your pet as compassionately and as efficiently as possible.



## A. CLIENT CARE REPRESENTATIVE

Your Client Care Representative is commonly the first person you'll meet when you arrive. They are responsible for checking in, keeping you posted, and ensuring you are comfortable while the medical team undertakes the ER treatment process.



## B. DOCTOR

An Emergency Room Doctor will assess and diagnose injuries or illnesses in your pet and advise a treatment plan. On certain occasions, they may collaborate with other Doctors for additional consultation. To learn more about our Doctors and their qualifications, please visit our website.\*



## C. VETERINARY TECHNICIAN

These licensed professionals support doctors in diagnosing and treating patients. They commonly perform tests, administer medications, and assist in surgeries and procedures amongst other medical duties.



## D. DOCTOR ASSISTANT

Doctor's Assistants provide administrative support to a doctor. They obtain medical records, communicate with clients, present treatment plans, collect consent forms, and discuss payment options.



## E. ANIMAL CARE ASSISTANT

Animal Care Assistants are responsible for restraining animals during exams and treatments, feeding your pet, monitoring vital signs, and other crucial tasks to help keep your pet safe, calm, and comfortable.



A veterinary resuscitation team requires 3 to 4 specially trained staff, including a veterinarian and at least two medical staff.

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Owned by veterinarians.

Loved by animals.

\* Not all of our doctors are board-certified specialists.