

WHAT IS TRIAGE? ←

It is common to have multiple pets arriving 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 one that may not require immediate 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," which 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.

ACCESS – 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.

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.

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, or pets who arrived before you.



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, while at the same time 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 veterinary technicians and animal care assistants.



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.

Discover more at...
accessvetsflorida.com/pet-emergencies



ACCESS
Specialty Animal Hospitals®

Palm Beach County

www.AccessVetsFlorida.com

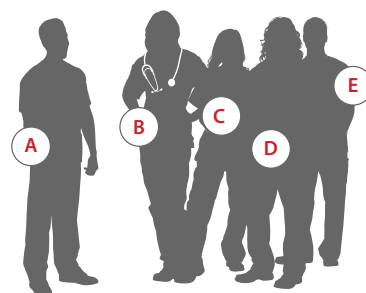
Owned by veterinarians. Loved by animals.



ACCESS – Emergency & Critical Care

YOU HAVE A DEDICATED EMERGENCY TEAM CARING FOR YOU AND YOUR PET

Emergency rooms are busy and serious places, where every team member from the doctors to animal care assistants has a role in helping your pet as compassionately and 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 professionals fill a role similar to nurses in human medicine. They support doctors in diagnosing and treating patients, and commonly perform tests, administer medications, and assist in surgeries and procedures among other medical duties.



D. DOCTOR ASSISTANT

Doctors' 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.

24h
**OPEN FOR
EMERGENCIES**

ACCESS
Specialty Animal Hospitals®

Palm Beach County

www.AccessVetsFlorida.com

Owned by veterinarians. Loved by animals.