

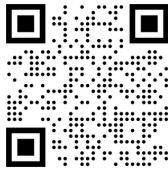
WHAT TO EXPECT WITH A PET EMERGENCY

Please know that our team of compassionate veterinary professionals is here for you during this difficult time.

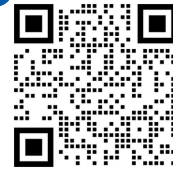
WHAT ARE THE STEPS I NEED TO TAKE?

- 1** If your pet is in critical condition, please come directly to Care Center for treatment.
- 2** If your pet is stable, please check-in online, via your mobile device. The registration process takes less than 10 minutes to complete, and helps our team expedite your pet's care upon arrival.

CHECK IN TO CINCINNATI







CHECK IN TO DAYTON



- 3** For stable patients, our team will review your pet's history and will contact you to bring your pet to Care Center in an effort to reduce wait time at our hospital.

OUR COMMITMENT TO YOU

-  **To treat you** and your pet with consideration, compassion, and respect.
-  **To encourage you** to take an active role in decisions about your pet's care, providing you a range of care options that address your pet's needs - along with the benefits or risks of treatment options.
-  **To be as transparent as possible** regarding the cost of your pet's treatment, and to discuss a care plan upon examination of your pet.
-  **To inform you** of initial diagnostic care costs, as well as available payment options - free of judgement.



CINCINNATI 6995 East Kemper Road, Cincinnati, OH 45249 | **513.530.0911**

DAYTON 6421 Clys Road, Centerville, OH 45459 | **937.428.0911**

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WHAT KIND OF EMERGENCY DOES MY PET HAVE?

All pet emergencies are valued and important to our team. However, as with a human ER, our medical staff triages and treats patients based on criticality.

Those patients with critical illness or injury are given priority medical treatment.

CRITICAL

Immediate need of assistance, taking priority to treat

- Labored breathing
- Collapse
- Unresponsiveness
- Active seizures
- Severe trauma
- Gastric dilatation and volvulus
- Heatstroke
- Penetrating chest/neck wounds

URGENT

Urgent conditions, to be evaluated as soon as possible

- Rapid breathing
- Trouble with back legs
- Weakness
- Persistent vomiting
- Recent seizures - not active
- Difficulty or inability to urinate
- Minor trauma
- Allergic reactions
- Toxin ingestion
- Known foreign body
- Eye trauma
- Moderate to severe pain
- Moderate lacerations
- Unable to urinate
- Labor complications
- Open fracture
- Large or severe wound with active bleeding

STABLE

Stable conditions, unlikely to worsen during wait time

- Vomiting/diarrhea
- Limping
- Coughing - without distress
- External issues: skin/ears
- Itching/Scratching
- Not eating
- Chronic disease
- Minor wounds
- Lethargy

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