

What to Expect During an Unexpected Crisis



Extra Health Precautions Required

Our lobby is closed and curbside services with masks are required



Record High Emergency Wait Times

Average wait is significantly higher for non-life threatening cases



Longer Call Response and Hold Times

An increase in 3X amount of calls are coming in daily since March



Higher Costs for Specialty and Emergency Care

Critical care costs are higher than standard visits but we give estimates

We're grateful for your consideration and patience.

Policies & Expectations for Your ER Visit

- **For the continued safety of our staff, clients are required to wear masks while in the building.** If you do not have a mask available, you will be asked to wait in your car.
- Upon arrival, you will complete a patient registration form. If available, you and your pet will be placed in an exam room. We require you remain in the room until your visit is completed.
- Limited seating is available in our lobby. If the exam rooms and designated waiting areas are full, you will be instructed to wait in your car until a spot becomes available.

To ensure our visits are as efficient as possible and reduce overall patient wait times, it is of the utmost importance you make yourself available for our call.

If you do not answer when our care team calls, the doctor or nurse will move on to the next patient. You will receive a follow-up call at the next available moment.

Emergency is a Different Animal...

- ER is much different from a typical veterinary appointment. The nature of our service means patients are treated on a walk-in basis; priority is given to the most critical injuries or illnesses

You should expect wait-times to range anywhere from 3-5 hours on average

- **Please note: Weekends and holidays are often much busier.** Our hospital provides the only available after-hours emergency care within a roughly 3-hour radius of Fort Wayne. Patients come from all over NE Indiana, NW Ohio and SE Michigan. During these peak days, wait-times can extend much longer for non-urgent cases.

Hospitalized Pets

- We provide an estimated treatment plan when recommending hospitalization. A 50% deposit is required prior to your pet being admitted for overnight care. We do our best to work with individual budget concerns, keep you up-to-date on the status of your healthcare bill and have several payment options available. *Ask a staff member for more information on available payment options.*
- Prior to hospitalization, a nurse will ask about your pet's current medications, known allergies, and the primary phone numbers to reach you.

We advise you to choose 1 person to be your main point of contact for all updates and changes to care plans

This helps to limit confusion and allows doctors & nursing teams to concentrate on providing the best treatment for your pet. Lastly, each treatment plan asks for your personal wishes regarding CPR, should it be medically necessary.

- **ER facility call volume is extremely high.** We will always update you on any significant changes to your pet's health. You can help decrease call delays by designating 1 person to call for updates.
- **During the hours of 7am-10am and 5pm-7pm** physicals, treatments, and doctor/staff rounds are occurring. It may be necessary for you to call back if the nurses are unavailable during this period. Our goal is to provide updates in a timely manner whenever possible.
- **Specialty Consultations:** In-hospital patients needing additional consultations with our Specialty services (surgery, internal medicine or cardiology) will be discussed during morning case rounds. The in-hospital specialty consults may occur in the afternoon depending on the number of transfers and overall caseload.

Surgeries or procedures, such as a CT scan, will not be performed until the specialist has done an evaluation and discussed the plan with you. In some cases, surgical procedures may be schedule for the following day.

- We value your privacy. Accordingly, no information is given out to non-owner parties without the expressed verbal consent of the pet owner, as indicated on your initial patient registration form.

Visitation Policy

- **Stable patients:** At this time, we are discouraging patient visits for stable patients.
- **Critical patients:** Visitation will be limited to no more than 2 people and for a maximum of 20 minutes. We request no more than 1 visitation per day; however, additional visitations are permitted on a case-by-case basis.
- Any pet admitted to the isolation area (*i.e. Parvo patients, etc*) will not be available for visitation due to the risk of cross contamination to other patients.
- When your pet is ready to be released from care, we will schedule a discharge appointment time. Call our office when you arrive for your appointment time. If a room is not available then the ICU nurse will review discharge instructions and medications with you over the phone.