

TRIAGE PROTOCOL

EMERGENCY VETERINARY CARE IS PRIORITIZED BASED ON THE SEVERITY OF THE PET'S CONDITION.

 **CALL 403.873.1700 UPON ARRIVAL**

A team member will bring your pet in for initial evaluation.

Based on priority level, the patient will be seen as soon as possible.

There will be delays for priority yellow, and priority green patients may need to book an upcoming appointment.

PRIORITY RED

LIFE SAVING MEASURES TO BE APPLIED IMMEDIATELY

URGENT

- Actively seizing
- Abdominal distension / bloat
- Choking or difficulty breathing
- Collapse / paralysis / non-responsive
- Excessive bleeding
- Excessive vomiting / diarrhea

- Euthanasia
- Hypothermia / heat stroke
- Major trauma (hit by car, animal attack)
- Pale or white gums
- Poisoning / intoxication

- Porcupine quills
- Retching / non-productive vomiting
- Severe allergic reaction
- Severe lacerations / bite wounds
- Unable to urinate

PRIORITY YELLOW

WAIT TIMES MAY APPLY

POSSIBLY URGENT

- Abscess
- Acute deterioration (of a previously stable disease)
- Blood in urine or in diarrhea

- Diarrhea / vomiting / anorexia (over an extended period of time)
- Dystocia / birthing difficulties
- Euthanasia
- Eye changes (red, squinting, pain)

- Intermittent inability to stand
- Jaundice / yellow gums
- Minor injury / trauma (small wounds/mild bleeding)
- Strained urination

PRIORITY GREEN

WAIT TIMES WILL APPLY MAY NEED TO BOOK AN APPOINTMENT

NON-URGENT

- Eye discharge
- Limping (no visible wounds/fractures)
- New skin mass

- Occasional coughing
- Skin conditions (other than open wounds / ulcerations)

- Sneezing / nasal discharge
- Sore ears
- Stable chronic disease

PLEASE ADVISE OUR CLIENT CARE RECEPTIONISTS IF YOUR PET'S CONDITION CHANGES.

We know you are worried about your pet. We understand because we are pet parents too. Thank you for your understanding and patience.

Fish Creek Pet Hospital

403.873.1700 • fishcreekpethospital.com

