



WHAT TO EXPECT AT VRC DURING COVID-19

EMERGENCY

At this time, client communication is managed almost entirely by phone. Due to the increase in call volume please expect longer than normal hold times.

ARRIVAL:

When you arrive, please park in a numbered spot and call the front desk at **(610) 647-2950** to check in.

A triage nurse will come out to take a brief history. Your pet will then be taken to a doctor for assessment. At this time, please make sure we have the best number to reach you.

TRIAGE ASSESSMENT:

The triage assessment is meant to evaluate how stable your pet is at the time of arrival. Pets are seen in order of stability – those with life threatening emergencies will be seen first. Depending on the number of pets being seen at a given time, stable emergencies may experience longer wait times. Be assured that your pet is being monitored and made comfortable throughout this wait time.

Once your pet has been assessed by a doctor and a plan has been formulated you will receive a call. Again, the timing of this call is based on patient need. The doctor will go over their assessment and tailor a plan that best fits your pet's needs.

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GOING HOME:

For those pets who go home immediately after the emergency visit, you will receive an emailed discharge instruction that is also sent to your primary veterinarian. A nurse will bring your pet to you and answer any questions you have.

Check-out will occur curbside or over the phone. For this reason, Credit Cards or PayPal are preferred methods of payment.

HOSPITALIZED PATIENTS:

For pets that are admitted to the hospital, you can expect one phone call per day from the primary clinician. This typically occurs by noon, however, depending on the number of patients in the hospital, the call may be a bit later.

We will call if your pet experiences an issue or is not doing well. No news is good news.

Due to the high patient and call volume we ask that you call for updates no more than once daily. Again, if your pet is not doing well we will contact you. **No news is good news.**



Open 24/7, 365 days a year

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