



# WHAT TO EXPECT AT VRC

## EMERGENCY

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

### **ARRIVAL:**

When you arrive, please park and come inside with your pet. If you prefer curbside service, 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. During longer than normal wait times, we encourage drop offs only so that you can return to home or work while we assess your pet – please speak with reception for details. You will then receive a phone call once the doctor has assessed your pet.

### **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, and sometimes may be turned away if very stable. Be assured your pet is being monitored and made comfortable throughout this wait time.

### **GOING HOME:**

For those pets considered "outpatient" who go home 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 and any medications to you and answer any questions you have.

Once your pet has been assessed by a doctor and a plan has been formulated, a doctor will touch base in person or via phone 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.

### **HOSPITALIZED PATIENTS:**

For pets that are admitted to the hospital, you can expect one phone call per day from the primary doctor. 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 a day.

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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