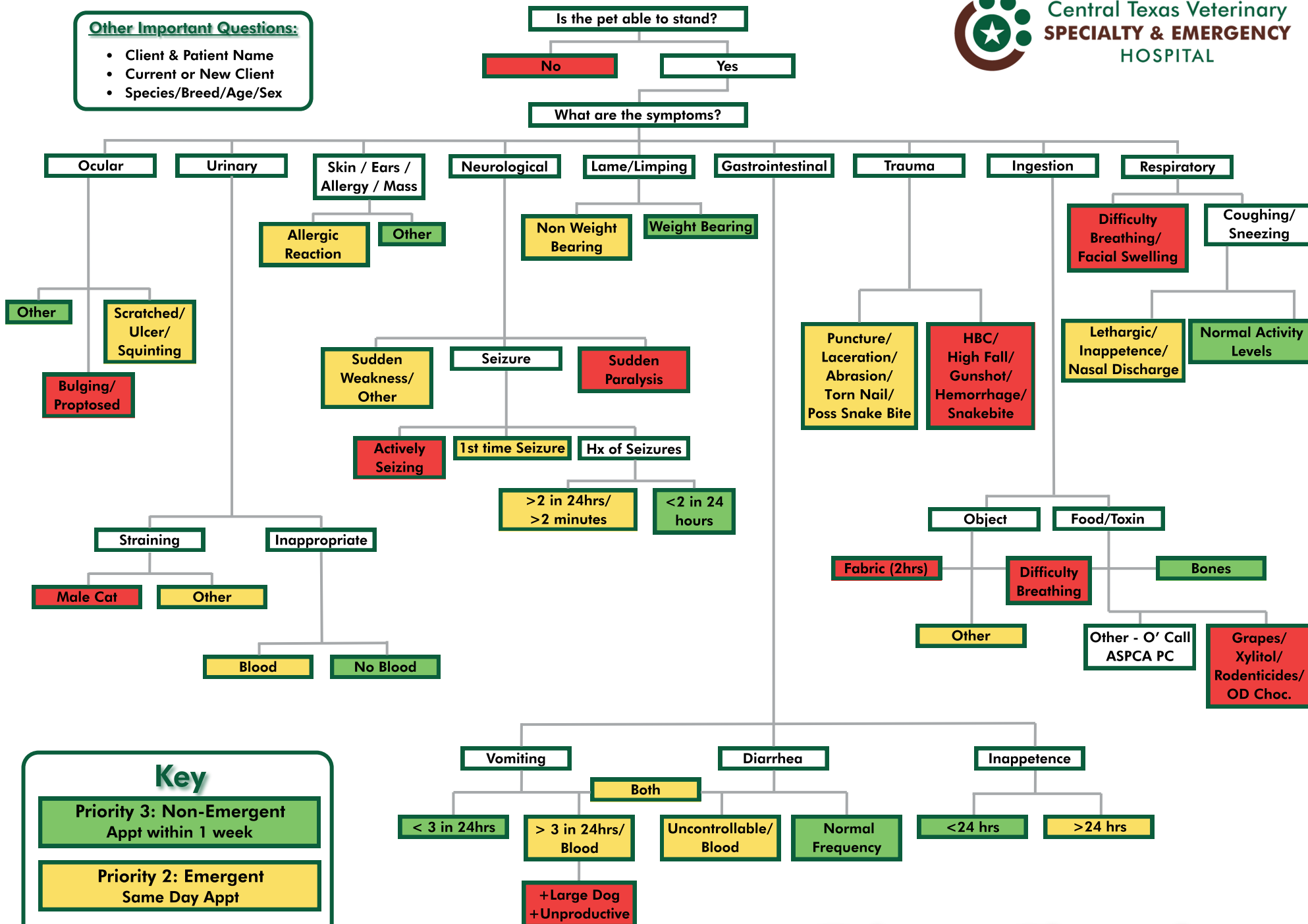




Other Important Questions:

- Client & Patient Name
- Current or New Client
- Species/Breed/Age/Sex



Key

Priority 3: Non-Emergent
Appt within 1 week

Priority 2: Emergent
Same Day Appt

Priority 1: Critical
Seek Emergency Care Immediately

Triage Flowchart

PET EMERGENCY

QUICK REFERENCE GUIDE

For Front Desk Team – Know When It's Critical



ER Pet APP

Common Signs of a Pet Emergency

Difficulty Breathing/Choking

Examples:

- Labored, noisy, or open-mouth breathing
- Blue or pale gums/tongue
- Gasping for air

Severe Bleeding or Trauma

Examples:

- Bleeding that persists for more than five minutes.
- Injuries from being hit by a car, falling from a height, or an animal attack.
- Clearly visible broken bones or wounds.

Unresponsive or Collapse

Examples:

- Unconscious or difficult to rouse
- Sudden collapse or inability to stand or walk
- Seizures lasting over 3 minutes or multiple in a row

Vomiting or Diarrhea with Blood

Examples:

- Recurrent vomiting or diarrhea.
- Blood in vomit or stool.
- Signs of abdominal pain or bloating.

Ingestion of Toxic Substances

Examples:

- Medications (for humans or pets), chocolate, xylitol, and grapes/raisins
- Household cleaners, pesticides, and plants
- Symptoms include drooling, shaking, vomiting, and lethargy.

Difficulty Urinating or Defecating

Examples:

- Straining without producing urine or stool
- Vocalizing in pain while trying
- Bloating or firm abdomen

Heatstroke Symptoms

Examples:

- Excessive panting, drooling
- Weakness, collapse
- Red gums/tongue, vomiting, confusion

24/7
Emergency Support

512-892-9038
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Terminology

Emergency Triage Trigger Words and Phrases

It's important to recognize common words and phrases that could indicate the pet may need immediate medical attention. Listen carefully as the client provides you details about their pet's conditions or reason for being seen. It could mean the need for emergency medical care, even if they were checking in for a recheck visit.

Common Trigger Words

HIT BY CAR	ATTACKED BY DOG	SNAKE BITE
PALE GUMS OR TONGUE	WON'T STOP BLEEDING	DYING
LEFT IN CAR	COLLAPSED	NOT RESPONDING
BLOATED OR SWOLLEN STOMACH	ATTEMPTING TO VOMIT	PANTING AND DRY HEAVING
LABORED BREATHING	STRAINING TO URINATE	DARK OR BLACK STOOL
DRUNK OR DISORIENTED	POISONED	WEAKNESS OR WOBBLING
HEART FAILURE	DIABETIC	SEIZURE OR STROKE
CHOKING ON SOMETHING	BLUE GUMS OR TONGUE	LEFT OUTSIDE OR OVERHEATED
DROPPED ON HEAD	FELL IN POOL	NOT DELIVERED PUPPY OR KITTEN

Exercise

What other trigger words or phrases have you heard clients say?

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____