

## In Case of an Emergency

### What is an emergency?

#### Difficulty Breathing

- Noisy, abnormal panting
- Gasping for air
- Shallow breathing
- Blue tongue or gums

#### Incessant Bleeding

- Do not apply tourniquet

#### Trouble Voiding

- Blood in urine or stool
- Painful urination or defecation
- Constant straining with no result

#### Heatstroke

- Heavy panting, extreme weakness, body temperature above 104°F
- Wrap in cool, wet towels to transport

#### Bloated Abdomen

- With or without vomiting

#### Birthing Difficulties

- Continuous contractions for 4+ hours
- 2+ hours between babies
- 15+ minutes with fetus or membranes protruding

#### Unconsciousness, Seizures or Dizziness

- Tremors, staggering, convulsions, blindness, fainting or head tilting, withdrawal or aggression

#### Pain

- Whimpering, restlessness, reluctance to move, dilated pupils, increased heart rate

#### Trauma or Injury

- Broken bones or bleeding
- Open wounds, especially of the eye, chest or abdomen

#### Shock

- Weakness, collapse, shallow breathing, weak pulse

#### Poison

- If possible, bring a sample of substance in question or the packaging
- Common causes are: xylitol, insecticides, snail bait, rat poison, antifreeze, over-the-counter drugs (Tylenol®, ibuprofen) prescription medication, snake bites and poisonous plants

#### 1. Remain calm

Please remember that even loving pets can bite or scratch when they are injured, scared or in pain.

#### 2. Call your primary care veterinarian

If they are unavailable, please call us.

#### 3. Explain the situation

We'll provide additional instruction while en route.

#### Vomiting

- If excessive and continuous or containing blood

#### Lameness

- Swelling, not bearing weight

#### Eye injury

- Sudden blindness, cloudiness, abnormal discharge, bleeding

#### Allergic Reactions

- Swollen face, hives, red skin, rash, severe itching, labored breathing

#### Diabetic

- Shaking, excessive saliva, vomiting, seizures

#### General

- Lethargy, weight loss, high fever, any other sudden and concerning changes in behavior

### VCA Animal Hospital policies and procedures

As in all emergency hospitals, pets with more severe injuries and life threatening illnesses will be treated first.

#### What are the costs of treatment?

There is an initial emergency fee, which includes the veterinarian's examination of your pet. Once the examination is complete our veterinarian provides you with an estimate of expected cost for treatment. CareCredit financing may be available for qualified applicants.

#### What happens after treatment

- Discharge, transfer to your primary care veterinarian, continued hospital care, or referrals for your pet will be determined on a case-by-case basis and in discussion with your veterinarian.
- Your primary care veterinarian will provide follow-up care after emergency treatment at a VCA Animal Hospital.



# We provide the highest standard in veterinary emergency care services.

## Our emergency care services

- Emergency Surgery and Examinations
- Advanced Diagnostics
- In-House Laboratory
- Oxygen Therapy
- Blood Transfusions
- Pain Management
- Traumatic Wound Care



## The VCA AREACA Team

We have dedicated veterinarians and support staff specialty trained in emergency medicine. We care for your pets' needs, 24 hours a day, 7 days a week. In addition, board certified specialists are available during the day in the areas of Internal Medicine, Surgery and Diagnostic Imaging. We have the state of the art equipment allowing us to deliver comprehensive care including in-house laboratory.

## Emergency Care Policies and Procedures

Pets with more severe injuries and life threatening illness will be treated first. During busy times, pets with less severe problems may have to wait until others have been treated. There is an initial emergency consultation fee, which includes the veterinarian's examination of your pet. Separate fee may be charged for diagnostics, treatments and medications. After your pet's examination, our veterinarian will provide you with a written estimate of the expected cost for the recommended treatment. A deposit is required for all hospitalized patients.

Fees for services must be paid in full when your pet is discharged. For your convenience, payment may be made with all major credit cards, cash, check (with proper identification), or CareCredit.

Once stable, your pet will be discharged, transferred to your family veterinarian, or remain hospitalized as VCA AREACA under the care of our veterinary specialist or critical care staff. These decisions will be made by case-by-case basis in cooperation with your family veterinarian.



## VCA Animal Referral & Emergency Center of Arizona

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**AT VCA ANIMAL HOSPITALS, WE CARE**