

# What to Expect During Your Emergency Visit at OakVet

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## If your pet has a life-threatening condition (struggling to breathe, collapse, non-responsive, seizures):

- Members of the ER team will come to your car to get your pet. You will be asked for permission to provide initial life-saving treatments for your pet and given an estimated cost for this care. An ER team member may ask some more questions about your pet. After approving emergency care, you will be asked to finish filling out an online form with you and your pet's information and a deposit will be taken.
- Please wait in the parking lot with your phone ringer turned on while the ER team is stabilizing your pet.
- The veterinarian will call to discuss your pet's condition and treatment recommendations.
- A member of the ER team will present an estimate for ongoing care. After the estimate has been signed and you have paid a deposit you may leave the parking lot.

## If your pet has a stable condition (e.g. small cuts and minor injuries, ear infection and skin complaints, upset stomach, torn toenail)

- A member of the ER team will come to your car to evaluate your pet. Your pet may be brought in to the hospital at this time or may wait with you in the car until the veterinarian is ready to examine your pet.
- We will do our best to give you an estimated wait time, but this is subject to change as patients that need life-saving care are seen first.
- The veterinarian will call you after your pet is examined to discuss your pet's condition and treatment recommendations. A member of the ER team will present an estimate for care. After the estimate has been signed and you have paid a deposit you may leave the parking lot.

## If there is an extended wait time:

- Consider contacting your primary veterinarian to discuss your pet's condition. Some veterinarians may be able to fit in an appointment on short notice.
- For pets with certain conditions an ER team member may be able to create an estimate for initial testing and care after they have evaluated your pet. You may leave the premises after the estimate has been signed and you have paid a deposit for care. The veterinarian will call you after the initial diagnostics and treatments have been completed.

**We know waiting is hard  
and appreciate your patience!**

**Thank you for  
following social  
distancing practices to  
help keep everyone  
safe.**

## You can help expedite your visit by:

- Filling out and signing all forms emailed to you for consent and discharge as soon as possible.
- Turning your phone's ringer on and keeping your phone charged. Doctors and team members will be calling you.
- Making sure your pet is on a leash or in a carrier