

# EMERGENCY SERVICE UPDATE

AS OF 07/28/21

## UTCVM EMERGENCY & CRITICAL CARE

### ***CALL BEFORE BRINGING OR SENDING A PATIENT: 865-974-8387***

The John and Ann Tickle Small Animal Hospital at the UTCVM Veterinary Medical Center is experiencing intermittent personnel shortages. This is affecting the ability of our Emergency and Critical Care (ECC) service to provide for patients most in need of our services.

To ensure the best patient care possible, please read the information below and follow these protocols. Doing so will greatly assist us to provide for you and your patients.

- All clients and referring veterinarians should call the Small Animal Hospital at 865-974-8387 for telephone triage/assessment prior to sending or bringing a patient to the UTCVM Veterinary Medical Center for emergency treatment.
- All calls will be routed to personnel who will assess the patient problem and determine if the patient needs immediate admission to the Emergency Service.
- Patients admitted through the emergency service will be stabilized, treated, and when appropriate, discharged with our recommendation for follow-up with their primary care veterinarian.
- Referring veterinarians must call a specific specialty service to have a referral approved and appointment priority determined.
- If at any time our in-patient capacity to provide necessary care is exceeded, the following decisions will have to be made:
  - » The ECC clinician or designee will determine the urgency of an emergency or referral patient and/or the need for the patient to be seen at our hospital. Patients determined to have less than emergent problems might not be approved to be scheduled.
  - » The decision to temporarily close the Emergency Service might be necessary. We will do our best to avoid this from occurring.

***Thank you for your understanding and for helping us to provide for you and your patient/companion during these extreme circumstances.***

### ***ARRIVAL PROCEDURES***

- When you arrive, please park in the numbered space and follow the posted instructions to call **865-974-8387** and inform client services of your arrival.
- Please remain in your car until you are instructed to enter the hospital.  
**Important!** Please note that our call to you might come from an unknown number. Be sure to adjust your cell phone's settings as necessary to receive a call from our hospital personnel.
- Masks are required for everyone while inside our hospital.
- No more than 2 clients per patient/family are allowed inside the lobby and waiting area.
- Seating is subject to maximum capacity limits.
- Much of the communication will continue to be by phone.

***Wait times may be long, especially when multiple services are required for consultation or treatment. We encourage you to explore the campus area or UT Gardens adjacent to the veterinary medical center while you wait, or return home when feasible. Hospital personnel will contact you by phone with any necessary questions, patient status updates, and discharge information.***