



CARE

Charlotte Animal Referral & Emergency

Due to the high demand for emergency services, wait times are extremely variable and may be extended.

Caring for the Most Critical Patients First

Triage Priority Levels 1, 2, 3

TRIAGE LEVEL 1 CRITICAL

Life-saving measures must be administered immediately*:

- Allergic reactions
- Bleeding (excessive)
- Bloat (GDV)/swollen abdomen
- Blocked cat
- Breathing difficulty/choking
- Collapse
- Euthanasia**
- Eye trauma
- Heatstroke
- Hit by car
- Poisoning
- Seizures (active)
- Trauma

*Partial list – please discuss your pet’s situation with our team. **Euthanasia will be done in our Comfort Room. Two family members are permitted to enter the hospital.

TRIAGE LEVEL 2 URGENT

Wait times may apply based on the amount of Level 1 cases:

- Birthing difficulties
- Bowel obstruction/constipation
- Broken bone
- Pain/restlessness
- Urinary tract problems
- Vomiting
- Diarrhea

TRIAGE LEVEL 3 IMPORTANT

Wait times may be prolonged based on the amount of Level 1 and Level 2 cases:

- Abscess
- Anorexia/not eating
- Chronic diseases
- Ear infection
- Eye irritation
- Lameness
- Minor wounds
- Skin conditions

Please advise the front desk if the condition of your pet significantly changes while you are waiting.

What We Ask of You.

We know you are waiting and ask that you approach our healthcare providers with the same kindness and respect that you treat your family and friends. Your support is greatly appreciated. Thank you in advance for allowing us the privilege of caring for your precious pet.