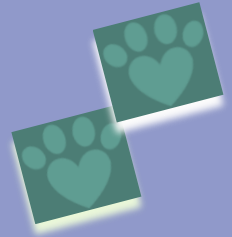


THANK YOU FOR YOUR PATIENCE & KINDNESS TO VETERINARY TEAMS



WHY THE LONGER WAIT TIMES?

We respect you and want to share our current reality

Veterinary medicine was already heading for a bottleneck. COVID-19 made it much worse, much faster. We are seeing 2x more emergencies, with significant increase in critical emergencies and hospitalized patients. This coupled with ongoing staff shortages and closures of other local emergency hospitals have caused longer wait times and exceeds capacity of our ICU.

MORE EXAMS NEEDED

Pet ownership is at an all-time high

- 30% of Americans adopted a pet during the pandemic.
- 70% of all US households (90.5 million families) now own at least one pet.
- This constitutes 388,000 additional households since 2019.

MENTAL HEALTH

Burnout is on the rise

- Veterinarians are listed as having one of the highest suicide rates.
- 1 in 6 DVM's have contemplated suicide.
- Pre-pandemic, 50% of veterinary technicians left the field after 5 years due to the toll of the job. This number is higher now.
- 50% of veterinary CSR's (receptionists) have left the field since the start of the pandemic.
- Burnout scores for all veterinary staff were 9.4% higher in 2021 than 2020.

FEWER VETS

There is a national shortage of Veterinarians

- 10,000 baby boomers retire daily: 1 in 3 US veterinarians is a boomer.
- 32 US-accredited veterinary schools graduate just 3,200-3,700 new DVMs per year.
- Each current DVM serves anywhere from 1,000 – 3,000 households.

TAKING ACTION

What are we doing to improve these situations?

- We collaborate daily with other local emergency hospitals to orchestrate emergency care services for the community pets.
- Repurposing of our hospital space which doubled our ICU capacity.
- Reserving wellness and GP exams for existing clients.
- Creative recruiting for DVM's and support staff.

WE REMAIN COMMITTED

We cherish the Human-Animal bond as you do

We value your trust and sincerely thank you for your understanding & patience as we provide the best veterinary care possible to the animals we love.



Triage

All Emergency Care Appointments are prioritized based on severity of your pet's condition.

Patients will be seen by a veterinarian in order of priority.

There may be delays for priority II and III patients.

We know you are worried about your pet.

We understand because we are pet owners too.

Thank you for understanding our priority process.

PRIORITY #1 Life saving measures to be applied immediately

- Poisoning
- Allergic reactions
- Collapse
- Heat stroke
- Hypothermia
- Bloat (GDV)
- Actively seizing
- Major trauma (vehicular, animal attack)
- Penetrating bite wounds around neck or chest
- Snake bite envenomation
- Choking
- Excessive bleeding
- Difficulty breathing
- Unable to urinate

PRIORITY #2 Wait times may apply

- Frequent vomiting
- Bloody diarrhea
- Paralysis
- Closed fractures
- Blood in urine
- Birthing difficulties
- Can urinate but with straining

PRIORITY #3 Not life threatening (wait times may be prolonged)

- Abscess
- Sneezing/nasal discharge
- Skin conditions
- Foxtail
- Stable chronic disease
- Sore ears/eyes
- Minor wounds/lacerations
- Limping

PLEASE ADVISE FRONT DESK TEAM IF YOUR PET'S CONDITION CHANGES