



# PAW HEALTH NETWORK, INC.

## Understanding The Triage System

### How Does the PAW Health Network Triage System Work?

#### **Patient Separation**

Immediately upon arrival, all patients are escorted to our central triage area where their stability is assessed by our medical staff. All patients remain in our clinic for the duration of their time spent in triage to maximize their safety and the efficiency of care provided to all patients.

#### **Stability Assessment**

Once patients are relocated to our central triage area, they are provided a level of stability based on their individual presenting problem or disease. A stability assessment allows our staff to focus on the patients that are in most immediate need of care.

“Stable” does not mean a “normal.” Receiving a stability trigger, is not the same as obtaining a diagnosis, nor is it providing a prognosis regarding your patient’s presenting ailment or condition.

#### **Consultation Order**

Once a patient is provided a level of stability, they are placed in queue along with the other patients in the triage. This queue of stable and unstable patients is subject to change at all times, which is dependent upon the intake of new patients, or if a patient’s stability changes while in triage.

By phone and upon arrival, we aim to maintain transparency of your patient position within this consultation order, but understand that position may change at any time. There is no instance where you are guaranteed a consultation time, or a position within the triage queue.

Based on the needs of our patients and the intimacy of each consultation with caregivers, it is often difficult to provide exact wait times when you’re in triage. If you have any questions about your place within the triage queue, please reach out to one of our Caregiver Support Staff.

#### **Established Consent**

At PAW Health, it is not our responsibility to make decisions regarding the care of your patient, and we do not provide recommendations on what actions you should elect or decline.

It is our obligation to discuss all diagnostic and therapeutic options relating to your patient’s presenting clinical signs or disease. This educational process focuses on your empowerment as well as our ability to support your family’s decision making process to guide a solution that fits your family or circumstance.

#### **Patient Care**

The care of our patients occurs around the clock, which includes both outpatients, inpatients and surgical patients. Depending on the stability and most immediate need of each patient, the frequency of communication with our veterinarians or support staff may also be subjected to the needs of our most immediate needs with patient care.