



At PAW Health, we recognize that every case is unique. That's why we use a dynamic Triage-Based workflow instead of traditional Appointment-Based Scheduling, keeping us as available as possible for the community.

By prioritizing patients based on medical urgency, we aim to offer same-day services while making sure the most critical cases get immediate attention.

ARRIVAL & ASSESSMENT

When you arrive, our team will greet you, answer questions about paperwork and our process, note any immediate concerns, and give you a realistic sense of current *wait goals* so you can plan accordingly.

PATIENT SEPARATION

Your patient will be taken to our Central Triage Unit for evaluation by the Medical Support Team. They'll determine their place in the triage order and help set the *wait goal*.

PATIENT HOUSING & TRIAGE UPDATES

While under observation, we'll send hourly wait goal updates by phone or text. That said, patients with higher severity needs may receive care right away.

EXAMINATION & CONSULTATION

Once the attending veterinarian has examined your patient, they'll discuss the findings with you directly. You'll have time to ask questions and decide on next steps.

ESTIMATE & TREATMENT PLAN

We'll provide a clear, itemized good faith estimate before any work begins. You choose which diagnostics or treatments to approve—nothing moves forward without your consent.

TREATMENT & FULFILLMENT

After you approve care and provide a deposit, you're welcome to wait in the lobby, your vehicle, or handle errands off-site while we complete the approved orders.

FINAL PROCESSING

Estimate and invoice protocols are shared at intake, and we can answer any questions about them then. We don't accept American Express or personal checks over \$500. Before discharge, our Medical Support Team will provide medications, discharge instructions, and answer final questions before escorting your patient out.

END OF LIFE CARE

We believe the final chapter of a patient's life deserves the highest level of dignity and immediate attention. Patients arriving for end-of-life support move to the front of the triage queue, regardless of current volume or *wait goals*. Their experience follows a specialized, private path designed to eliminate suffering and honor the bond with their caregivers.
