TRIAGE
Walking through the case

Is there a significant risk to the animal’s life or a clear risk to its health or welfare if the animal is not seen? Is there a defined risk to public health if the examination is not conducted or a vaccination or treatment is not administered? For food production animals, could the food supply be compromised?

**YES**

**URGENT** Veterinarian or veterinary technician (under supervision) to telephone or videoconference triage immediately to confirm severity of problem and develop a plan for how to examine/treat the animal and keep veterinary staff safe.

**POTENTIALLY URGENT** Veterinarian to telephone or videoconference client. Take complete history to inform decision as to whether this is an emergency that needs in-person attention or a problem that can be managed remotely with re-assessment (potentially ongoing) via telemedicine.

**NOT CURRENTLY URGENT** Veterinarian to manage via telephone or videoconference. Consider dispensing necessary medication (compliant with requirements for a VCPR) and scheduling a subsequent telephone or videoconference.

**NO**

Could the animal's health or welfare become significantly compromised or could the issue become life-threatening over the current period of restriction?

**YES**

Is a consultation needed to help maintain acceptable health or welfare for the animal?

**YES**

**DELAY** Schedule future appointment consistent with social distancing and PPE conservation requirements.

**NO**

All services must be provided in compliance with federal, state, and local orders and mandates regarding essential business operations, social distancing, and safety requirements for staff. This material is for informational purposes only and is not intended to replace professional judgment.