



Western Carolina Regional Animal Hospital

How we Triage: All pets are triaged upon arrival. Our Client Service Representatives are trained in basic triage and know when your pet needs further triage by one of our nurses. Depending on our caseload there may be various wait times so we can prioritize critical patients. Below will help give you an idea of our wait times and what symptoms we are prioritizing.

Level 3

Critical emergency

- Respiratory distress
- Sudden collapse
- Male cat straining to urinate or blood in urine
- Active Seizures/Cluster seizures - No prior seizure history
- Severe Trauma (Hit by car, animal attack, severe/multiple injuries)
- Profuse bleeding
- Persistent non-productive retching
- Acute bloating
- Troubles during active labor
- Snake bite
- Toxin Ingestion - recommend calling pet poison prior to arriving to clinic

If hospital is at a level 3 status, patients not in this category can expect 4+ hour wait times

Level 2

Urgent

- Severe vomiting
- Appetite loss for more than 24 hrs
- Suspected Foreign body ingestion causing illness
- Aggressive coughing
- Multiple seizures within 24 hrs - not actively seizing
- Diarrhea paired with vomiting or loss of appetite
- Allergic reaction (facial swelling, Hives)
- Small wounds or lacerations
- Eye injuries
- Pale gums

If hospital is at level 2 status, patients not in this category can expect 2-4 hours wait times

Level 1

non-urgent/semi-urgent

- Itching/scratching
- Chronic weight loss - Still eating
- Chronic illness/disease with no changes in condition
- Hair loss
- Red eyes/skin/ears
- Single seizure with full recovery - history of seizures
- Vomiting (2 or fewer episodes)
- Acute diarrhea without vomiting
- Straining to defecate
- Broken nails
- Ear infection

If hospital is at a level 1 status, wait time is 0-2 hours depending on case load. These cases can wait for next day appointment if pet is comfortable and is eating/ drinking.

Exception - Patients in need of humane euthanasia can expect reduced wait times depending on severity.

828-697-7767

Please call with questions or concerns