

WELCOME TO THE EMERGENCY SERVICE



Thank you for choosing the Animal Medical Center for the care and treatment of your pet – we appreciate your confidence in our team. Rest assured that your pet will receive the highest quality medical care during his/her visit with us. We understand the stress that you feel when your pet is sick or injured, so our goal is to make every effort to alleviate that anxiety by treating your pet as quickly as possible and keeping you informed every step of the way.

EMERGENCY TEAM

The emergency room (ER) is open 24 hours a day, 7 days a week, and is staffed by specialists in Emergency and Critical Care (ECC), as well as licensed veterinarians and technicians.

TRIAGE

Upon arrival, your pet will be triaged. This is a rapid assessment of your pet's condition and ensures that the most acutely sick or injured pets receive immediate attention. If your pet requires immediate stabilization, he/she will be taken immediately to the treatment area. You will be asked for permission to perform initial tests and therapies up to \$600 in estimated fees. We ask that you remain in the waiting area while your pet is being stabilized.

Each pet will receive a severity rating at triage. The color coded chart on the back will give you an estimated time to await treatment based on this rating. Please bear in mind that these are estimated times based on the number of pets already being treated in the ER, and will also be influenced by the number of sick pets that come in while you wait. However, the actual waiting period will often be less than estimated.

WORKING WITH YOUR PRIMARY CARE VETERINARIAN

We are dedicated to working in partnership with your regular veterinarian. If you would like for AMC to send a full report to your veterinarian, please advise the registration staff so we can take care of this on your behalf.

DISCHARGE OR ADMISSION

If admission is necessary, there will be additional paperwork for you to complete, so please remain in the waiting area.

If your pet is being discharged, you will receive instructions that provide critical information for you to manage your pet's care after leaving AMC. These directions might also include methods for administering medications obtained from our dispensary. It is important for you to understand the discharge instructions, so please read them carefully and ask any questions you may have.

ESTIMATED WAIT TIME BASED ON URGENCY TIEMPO DE ESPERA ESPERADOS EN BASE A URGENCIA

COLOR	NUMBER/ NÚMERO	LEVEL/NIVEL	ESTIMATED WAIT TIME/ EL TIEMPO ESTIMADO DE ESPERA
RED/ROJO	1	IMMEDIATE/INMEDIATO	IMMEDIATE/INMEDIATO
ORANGE/ NARANJA	2	VERY URGENT/ MUY URGENTE	<15 MINUTES/MINUTOS
YELLOW/ AMARILLO	3	URGENT/URGENTE	<1.0 HOUR/HORA
GREEN/VERDE	4	STANDARD/ESTÁNDAR	<1.5 HOURS/HORAS
BLUE/AZUL	5	NON-URGENT/ NO URGENTE	<2.0 HOURS/HORAS

THANK YOU FOR CHOOSING THE ANIMAL MEDICAL CENTER.
WE APPRECIATE YOUR PATIENCE.

GRACIAS POR ELEGIR EL ANIMAL MEDICAL CENTER USTED.
NOSOTROS APRECIAMOS SU PACIENCIA.

TRANSLATION SERVICES

The AMC can provide translation services in more than 170 languages, including: Arabic, Armenian, Cantonese, French, German, Hindi, Hmong, Italian, Japanese, Khmer (Cambodian), Korean, Laotian, Mandarin, Polish, Portuguese, Russian, Spanish, Tagalog, Thai, and Vietnamese. Please feel free to request this service during the check-in process.

PARKING

A Quik Park parking garage is available at AMC. Rates are as follows:

Up to 1 hour: \$11.83
Up to 2 hours: \$14.36
Up to 3 hours: \$16.05
Up to 10 hours: \$17.74
Up to 24 hours \$32.10
Max to close: \$22.81
12am-8am: Free

SUVs, vans, oversized vehicles + \$4.22
NYC parking tax rate of 18.375% will be applied

TRANSPORTATION

If you and your pet need a ride to AMC, transportation to and from the hospital is available for scheduled visits as well as emergencies:

AmbuVet

1-800-AMBUVET (1-800-262-8838)
www.ambuvet.com

Pet Chauffeur

212-696-9744
www.petchauffeur.com

Pet Taxi

718-355-9665
www.pettaxinewyork.com