



Towson: 410-252-8387 | Columbia: 410-441-3304
www.Pet-ER.net

Frequently Asked Questions

Why did Pet+E.R. modify the walk-in emergency policy?

During the course of the pandemic, increased numbers in pet ownership coupled with pet owners spending more time at home while spending less money on recreational activities resulted in an exponential increase in patient numbers at Pet+E.R. We've experienced record-high wait times, staff shortages and an overall increase in patients requiring intensive care.

This influx of patients dramatically affected both Pet+E.R. locations, which resulted in the difficult decision to temporarily adjust our practice models to better serve the community. As VECCS Level II designated hospitals, we recognize that our ability to care for critical patients' needs to take precedence over stable, non-urgent patients at this time. By requiring a referral from a veterinarian, we anticipate that the referring veterinarians in the community can assess which patients require the most concentrated care. We want to continue meeting the highest standards of patient care for critical or unstable patients who need our help the most.

How long will this policy be in place?

Our goal is to make these changes as short-term as possible. With this change in our intake process, we aim to maintain our high standard of critical care for the life-threatening and critical patients that present multiple times daily. Pet+E.R. is working hard internally to become available again for stable and non-urgent triages by increasing staffing, changing hospital workflow and investments in technology.

If I'm unable to find quick access to animal care, can I visit Pet+ER for a walk-in visit?

We encourage you to call Pet+E.R. Towson at 410-252-8387 to speak with an experienced team member about your concerns and your pet's symptoms. Based on the information provided, we will refer you to Pet+E.R. Columbia, provide you with resources for an alternative urgent care or walk-in emergency hospitals or advise you to bring your pet in immediately. At this time, we are focused on prioritizing the most critical cases who are referred by a veterinarian, but our goal is to assist you in finding the most appropriate and available care for your pet.



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What's considered a severe or critical pet emergency?

The following things would be considered severe or critical, although this is not an exhaustive list. If you are unsure, please call us at 410-252-8387 to speak with an experienced team member.

- Systemic issues (sepsis, shock, diabetes, kidney failure)
- Neurologic emergencies (uncontrolled seizures, paralysis of front of hind limbs, etc)
- Respiratory distress
- Collapse or loss of consciousness
- Gastrointestinal emergencies (prolonged anorexia, vomiting and/or diarrhea, inappropriate ingestion)
- Severe trauma, such as "hit by car"

How do I determine if my pet needs immediate medical attention?

Call us at 410-252-8387 and we can help determine the severity of your pet's condition. Alternatively, we would advise you to contact your primary care veterinarian for assistance.

How do you expect me to get a referral in the middle of the night, or on a weekend when my vet is closed?

We don't! With that said, we do ask that you call us to discuss your pet's condition to determine whether or not we are able to provide care. Based on the information provided, we will refer you to Pet+E.R. Columbia, provide you with resources for an alternative urgent care or walk-in emergency hospitals or advise you to bring your pet in immediately.

Where do I go if Pet+ER in Towson cannot see my pet?

We will refer you to Pet+E.R. in Columbia or can provide you with a list of local emergency and urgent care hospitals that are accepting walk-in patients.

What happens if I show up without a referral from my veterinarian?

Contact us at 410-252-8387 to advise us that you have arrived at our facility. An experienced team member will speak to you about your pet's condition. At this time, we are prioritizing only the most critical patients, so if your pet is found to be stable and non-urgent we will refer you to Pet+E.R. in Columbia or provide you a list of local emergency and urgent care hospitals that are accepting walk-in patients.



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What if my pet is currently receiving treatment by one of the other specialists in the building? Do I need another referral?

If your pet is a current patient of a veterinarian at CVSS, AVIM, ADC, VNIOC or CVCA you do not need a referral for treatment. Please call us at 410-252-8387 to let us know your pet is an existing patient of one of these practices and requires emergency care.

What if my pet needs to be euthanized and I can't get an appointment with my primary vet?

We do not require a referral for euthanasia. Please call beforehand to let us know that you will be arriving.

If I am discharged from the Pet+E.R., do I need to get a referral to come back for care related to my ER visit?

If your pet needs to be seen for a bandage change, staple/suture removal or other condition related to its initial visit with Pet+E.R., we do not require a referral for follow-up.

If you have further questions about the provided information, please don't hesitate to call us at 410-252-8387 to speak with a member of management.