

At Healing Hearts Emergency Animal Hospital, our goal is to provide the highest standard of emergency care to your pets and the best options for treatment. We do this by working with each pet owner to create the optimal plan for the care of your beloved pet.

Our core values include:

♥ Compassion ♥

We are devoted to providing quality care to your pet with compassion. We extend our compassion and understanding to not only your beloved pet, but also to you as their owner. Through empathy and understanding, we seek to provide treatment for your pet's illness or injuries that is right for you and your pet.

♥ Commitment ♥

We strive to allow our doctors and staff every opportunity to advance their skills through ongoing education and constant training. This helps our doctors and nurses to provide the most up-to-date standard of emergency care possible.

♥ Community ♥

We are dedicated to the pet community at every level. We want to educate our local community with ways to prevent pet emergencies. However, when an emergency does occur, we will be here to assist your beloved pet with the best possible care.

♥ Collaboration ♥

Providing the best care often requires a team approach. We will work with your primary care veterinarian and specialists in our pet community. This ensures your pet receives the best medical attention that can be achieved.



Healing Hearts
EMERGENCY ANIMAL HOSPITAL

Our hospital was designed to meet the needs of your pet in an emergency. Some key features of our hospital include:

- ♥ An ICU designed to handle the critical patient with advanced monitoring equipment, telemetry ECG, Oxygen ICU cage systems, and triage stations for handling incoming emergencies
- ♥ A dedicated team of nurses and support staff led by registered veterinary technicians experienced in the management of emergency and critical patients
- ♥ CPR certification of every staff member through the RECOVER initiative, a CPR program created by the American College of Veterinary Emergency and Critical Care, and endorsed by the Veterinary Emergency and Critical Care Society
- ♥ Full in-house laboratory designed for the ICU
- ♥ State-of-the-art digital radiography (x-ray) and quality ultrasound imaging
- ♥ Endoscopy for gastrointestinal foreign body retrieval
- ♥ Dedicated blood bank refrigerator and plasma freezer for proper blood product storage
- ♥ Two, well equipped surgical suites
- ♥ An isolation ward for infectious gastrointestinal diseases, and a separate ventilation-controlled isolation ward for infectious respiratory diseases
- ♥ On-call surgical specialists through our partnership with Precision Veterinary Surgery

♥ Our Hospital and ICU ♥

We are devoted to emergency care and passionate about what we do. Education and training lay at the heart of our core values, so you can rest assured that your pet is in good hands with our nursing staff and doctors.

♥ What to Expect on Arrival ♥

When your pet arrives, one of our trained nurses will obtain a medical history and assess your pet to determine how urgent his or her condition is. In some cases, with your permission, our staff may bring your pet to a triage station on our treatment floor to allow his or her condition to be assessed more efficiently. In this way, our doctor will be able to evaluate your pet more immediately and if necessary, emergency treatments can be initiated. When our doctor is available, they will meet with you to discuss your pet's medical problems more thoroughly and discuss options for treatment that are right for you and your beloved pet.

♥ Triage Saves Lives ♥

Triage is the process of assessing patients on presentation and prioritizing the care of the patients to allow the most critical patient to be seen first. So, while we cannot always promise you the shortest wait time, we assure you that we will always prioritize your pet's treatment needs.

♥ Excessive Wait Times? ♥

If wait times are long, ask about a courtesy drop off exam. We want to give you and your pet the time you deserve, however, patient care comes first.

