

# 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

NO

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

YES

NO

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