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### **VetTriage Client Communication**

A message for our clients and patients. Lakeland Veterinary Hospital is changing the way we handle our after-hours emergencies. Due to decreasing coverage of after-hours emergency care by other hospitals across the state, we have seen a significant increase in the number of emergency calls after hours. We do not have the capacity to handle this higher volume of after-hour calls, and still provide our regular care during the day.



**We have made the decision to use VetTriage to help us facilitate this higher volume. You may access their portal through our website at [www.lakelandvet.net](http://www.lakelandvet.net) and click on the red Urgent Care button on the main page. Click on [Vettriage.com](http://Vettriage.com). You can also call 1 (800) 940-1921 if you do not have internet access.**

VetTriage employs veterinarians on staff to evaluate your emergency and offer basic, at-home advice if appropriate, for a small fee. If you need to be seen in person, the VetTriage veterinarian will notify the doctor on call. Please feel free to explore the site so that you are familiar with it if you ever need their services. We encourage you to create an account now, in case you ever have need of emergency services in the future.

Our hospital provides after hours Urgent Care services on a rotating schedule with other area hospitals. A doctor from one of the local hospitals covers call from 6am to 8am and 5pm to 10pm, Monday-Friday. And from 6am to 10pm Saturday and Sunday and Holidays. Outside of those hours, VetTriage will direct you to one of the 24-hour hospitals across MN, if in-person care is needed. Within the covered hours, VetTriage will page the doctor on call and direct you to the hospital covering services.

**The following hospitals are currently part of our on-call rotation.**

- **Crosslake Veterinary Hospital**
- **Brainerd Animal Hospital**
- **Animal Care Center**
- **Garrison Animal Hospital**

We ask that you have compassion and understanding for our staff and the veterinarians working to provide your pet the best possible care for you and your pets as the veterinary emergency crisis continues to grow. We have provided a flow chart (also available on our website) to help you determine if you have a true emergency, or if the call can wait until normal business hours. You can also access some common conditions and advice under the Owner Resource section of our website.