

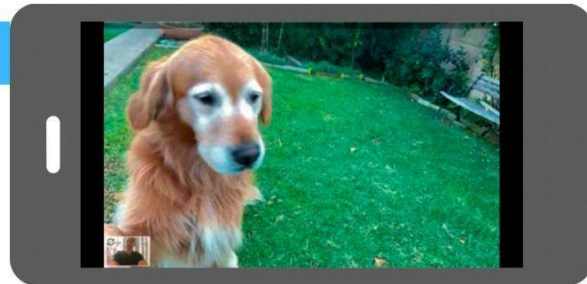


## Animal Care Center offers after-hours and emergency assistance to clients by partnering with VetTriage

When you have a pet health concern after normal business hours, VetTriage veterinarians are on standby 24 hours a day to assist. For a small fee, you will be connected to the VetTriage veterinarians on a live video chat session. They will triage your pet and give you at-home care guidance, or if they determine hospital care is necessary, coordinate your visit with the on-call veterinarian.

### Steps to Connect:

- 1 Go to [www.vettriage.com/accmn](http://www.vettriage.com/accmn) using your mobile device or computer with camera.
- 2 Follow the instructions on the VetTriage page to purchase and request your session with a vet.
- 3 The vet will join in minutes and triage your pet.



[www.VetTriage.com/accmn](http://www.VetTriage.com/accmn)



To our valued clients,

On **April 3, 2023**, Animal Care Center is changing the way we handle after-hours emergencies. Due to decreasing coverage of emergency care by other hospitals across the state, we have seen a significant increase in the number of emergency calls to our hospital.

We have made the decision to use **VetTriage** to help us facilitate this higher volume. VetTriage is an emergency triage service that employs veterinarians to evaluate your emergency **via live video chat** and offer basic, at-home advice, if appropriate, for a \$50.00 fee. If you need to be seen in person, the VetTriage veterinarian will notify the doctor on call. Please feel free to explore their website [www.vettriage.com/accmn](http://www.vettriage.com/accmn) so that you are familiar with it if you ever need their services.

If your pet is experiencing an after-hours emergency, go to our website at <https://animalcarecenterbaxter.com> and click on the **RED Emergency Triage Service link**. Alternatively, you can call **1 (800) 940-1921** if you do not have internet access.

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 5pm to 10pm, Monday-Friday, and from 6am to 10pm Saturday, Sunday, and holidays. Within the locally covered hours, VetTriage will page the doctor on call if an in-person visit is needed and direct you to the hospital covering services. Be aware you will be traveling to one of 4 different facilities

depending on the local veterinarian on call. The following hospitals are currently part of our on-call rotation:

- Animal Care Center
- Brainerd Animal Hospital
- Crosslake Veterinary Hospital
- Lakeland Veterinary Hospital

We ask that you have compassion and understanding for our staff and the veterinarians working to provide you and your pet with the best possible care. 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.

All emergency calls past 10:00 pm that need to be seen in-person will be directed to one of the hospitals below. These are high-quality and reputable hospitals, and the emergency staff will share all the important details of your pet's visit with us so proper care can continue with our doctors at the Animal Care Center. Please call ahead prior to driving to any of these hospitals.

**BluePearl Pet Hospital - St. Cloud**

4180 Thielman Lane  
St Cloud, MN 56301  
320-258-3481

**BluePearl Pet Hospital - Duluth**

2314 W Michigan Street  
Duluth, MN 55806  
218-302-8000

**Red River Animal Emergency Hospital**

4491 23rd Avenue S.  
Fargo, ND 58104  
701-478-9299

**BluePearl Pet Hospital - Eden Prairie**

7717 Flying Cloud Drive  
Eden Prairie, MN 55344  
952-942-8272

Sincerely,

Your Animal Care Center Team