

Reception: Goals & Protocols

- Smile, make eye contact (even if on the phone)**
- Make an appointment for every call. Measure success daily**
- Price quotes are provide ONLY for euthanasia, OTC products**
- Provide appointment opportunities, NOT presumptive diagnosis/home remedy. ****I/we are so happy you called to lets us know of your pet's troubles; I can provide(2 appt times) an appointment so the doctor can get to the bottom of this ...*****
- All appointments must be advised that there will be a charge (\$52) for a missed appointment, if we have not received notice before 24 hours. The New client special will not have a fee assessed, but the special offer will be lost.**
- All appointments made must end with a simple statement that 'We are happy to accept Debit, Credit or Cash'**
- New Client appointments are restricted from being made on Saturday**
- Manage flow of Checkin process noting pet's needs in dialogue box**
- Enter "Past Services" which are the remindable treatments/Vaccines and upload the scanned medical record**
- ALERT room nurse when needed through intercom (dial 799-all extensions////*80 + extension# to broadcast to a single extension<dr's office>**
- Call prior work day's appointments for update**
- Call day after tomorrow's appointments as a reminder, with a message that includes announcement of a fee if appointment is missed; please avoid and let us know**
- Call Compliance List: Telephone & Mail reminders each day**
- PREPARE written estimates/cages sheets for following day's appt.**
- All Rx refills must be authorized by Doctor indicating such at the time of prescription. No indicated refill translates to a need for a progress exam.**
- Keep a logbook of requests for inventory:>by date>staff member>order date>received ... indicate special request for patient**
- All solicitations must be via the USPS. This usually turns off the salesman.**

Exam Room Nurse: Goals & Protocols

-Smile, introduce yourself and provide a personal business card – You are their go to staff member for the Day. Establish a rapport and win their confidence

-Hand the card carefully to the client as something of value. (if you are in-training, this is a good time to let them know)

-Data collection and/or review is critical. All fields must be reviewed for parent and pet. ALERTS are created or modified for pet &/or Parent

-Ask about any other (new) pets in the family and add them to the database

-Annual Comprehensive Exam: it is time to provide updates about the practice... such as VFL, Care to Share, any current promos and finally the website indicating how to leave a review or look stuff up

-Problem Exam (focused exam): the parent's attention is all about the problem. If there is time later in the session a review of updated policies can be presented.

-The WORKFLOW is optional, not obligatory

-Always ask if there is any particular concern today?

***Has your pet been scooting or licking its bottom?**

***If the pet will benefit from a Nail Trim, offer one. "As long as there is not a struggle"**

WE WILL DECLINE NAIL TRIMS WHEN HAZARDOUS TO OUR HEALTH OR THE PETS' WELL BEING

-2 ways to highlight History 1) Reason for Visit 2) History Form

-Annual visit requires a general history form to be updated

***If a significant problem is noted then a second history form should be employed as well**

***The annual exam may become a Focused Exam if the problem is significant. Labs may be run, but vaccines should be postponed until the Progress Exam appointment**

-New Client Exam will require a new client history form

***if the pet is presented with a problem and will require a second history form (or third) to be completed**

-The Exam form most used is the Physical Exam where the nurse quietly gathers data (careful not to play Doctor), including pictures of lesions. Use the tablet computer to take & upload photos to Vetport

*Please take NEW photos of the pet & parent each year. It is extremely helpful to have the parent pose with their pet. Tell them it is not going on Facebook—just the medical record.

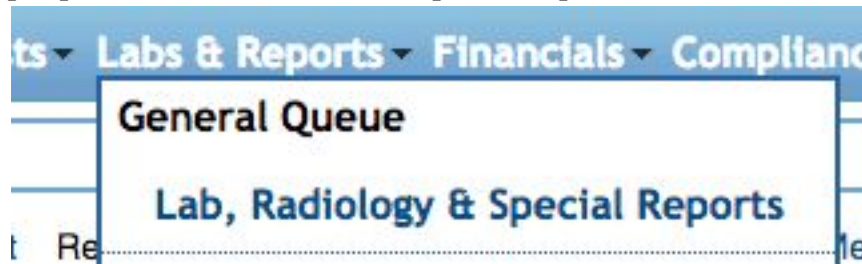
- Nurse should go beyond the TPR and do a blood pressure assessment and use the handheld ekg to get a HR

- Nurse will perform certain tasks if they have sufficient training to do so:

- Ear swab/ Cleaning (while instructing parent);
- Schirmers , Corneal Stain & Tonopen;
- Skin scraping / Fungal Culture
- Blood draw for routine tests and for sick animals

**All of the above may actually be performed prior to the Doctor entering the scene. This is our goal; however, the doctor on duty may alter based upon rapport with staff member

*****PLEASE NOTE:** test findings gathered from tasks above must be entered in the comment box under the proper physical exam category. LATER, after the plan is performed the findings should be entered in the proper form under Lab and Special reports:



-If the pet is to be recovered in the hospital for diagnostic / therapeutic care, then the estimate created , accepted and activated. The pet will receive a cage sheet with orders written on the sheet. The planitems will be placed in the cart with appropriate drugs doses and medicine Rx'd. The lab/Xray data number is noted.

-DOWNTIME: Chart review for upcoming appointment, enter lab findings

Doctor Goals & Protocols

It is well understood that doctors working under one roof will have contrasting styles and approaches to families/pets and the diagnostic/therapeutic plans selected.

It is also well understood that we should strive to minimize these differences for the sake of the families we serve and the team we depend upon. Our greatest success in providing benefit to a patient will be thanks to a common voice. As a result, our practice will experience significant growth and prosper!

-The Doctor enters the Exam Room with a brief introduction

***Be sure to acknowledge who represents the Primary Parent in regard to the pet's care**

-Review the history taken by the nurse with the parent and enhance or move on to the Physical Exam

-Nose to Tail exam is performed with nurse acting as scribe (if possible);

***Report findings to parent and the nurse will amend / add notes to the record.**

****request photos when necessary**

*****Doctors may elect another exam form e.g. Neuro Exam**

-Assessments are saved by the nurse and will be elaborated upon by the Doctor at another time during the workday

-Plan Building: The plan of goods and services is facilitated by virtue of the fact that the Presenting Complaint generates an imagined plan. Further, certain physical findings previously noted, e.g. 'Fleas', will add items to the plan.

-The Nurse will query the doctor to determine which elements to keep and others to add. This discussion should be open in most cases. The plan created is presented to the parent (by the doctor) and consent is received.

***All elements of the plan prepared by the doctor and not accepted must be indicated as declined.**

****All deficiencies in the pet's current vaccine/parasite status must be part of every plan, regardless of the "simple" request made by the Parent**

*****At times there will be elements of the plan which are not declined, yet unable to be performed that day. In this case, only those elements performed go into the cart (checked separately). The remaining items may be dispensed or performed often later in the week.**

-The doses for drugs are calculated, prescriptions are printed and #REFILLS are requested by the nurse.

-A Progress Exam is made for every problem

-The DOCTOR must identify the needs of the pet.

***The nurse will go to the drop down menu: select "More" and choose recommended services then select planitems which describe the need e.g. 'Dental Exam & Cleaning'**

****An estimate must be created and appointment made. The doctor needs to impress upon the parent the urgency to comply. If resistance is noted, then an estimate is emailed to client.**

*****Problem (Focused) Exams require a progress exam, which must be declared to the parent by the doctor and the nurse will schedule.**

>Say, "our greatest concern is that we have resolved this problem, if you can't make the appointment, then just reschedule".

>You must indicate with a planitem 'progress exam declined' if the client refuses to schedule. It will be on the record, not on the invoice

-The doctor proceeds to the next waiting family.

*****Problem exams most often require diagnostic testing. The therapeutic plan, in the vast majority of cases, must include injectable therapy. This may vary from anti-inflammatory meds, antibiotics, vitamins, antiemetics, joint therapy (adequan), antitussives (torb)**

-Surgery, with or without bandaging, requires a progress exam within 3-4 days. If declined, the record is noted. The nature of the surgery will determine whether or not it will require a doctor's visit or a nurse's exam.

*****We only recommend what we stock. We will comply with clients' wishes and provide Rx when requested. We will not offer alternative flea/tick heartworm meds that we do not carry.**

N.B.- When you need to alter a dose of a medication please enter a planitem

“Modify Dosage”. In the dialogue box record the name of the drug and its new dosage. This will allow it to be referenced simply by clicking the Rx tab in the dashboard