

To: Vet Clinic Student Worker Trainees  
Date: 17 September, 2015  
From: R. Manzerik, DVM  
Re: Small Animal Check-in Procedures

Please keep these guidelines at the check-in desk.

1. When an owner brings in any small pet, create a new file if it is a first-time patient or pull its existing file.
  - a. The files will be under the registered owner's last name and the pet's first name.
  - b. Red folder tags are for dogs, green are for cats, and purple are for exotics.
2. Next, have the owner completely fill out a yellow appointment form which gives the reason for the visit.

When taking the pet, follow these procedures:

1. Dogs:
  - a. Make sure the dog is on a leash.
  - b. Take dogs to exam room one, two, or three.
  - c. Measure and record: heart rate, weight.
  - d. Check: abdomen (for lumps or pain), eyes and ears, skin (for fleas, ticks, or rashes).
  - e. Ask the owner if the dog is up-to-date on heart worm pills and if he or she has any particular questions. Record their response and any unanswered questions on the form.
2. Cats:
  - a. Let the owner carry the cat or offer a leash.
  - b. Take cats to exam room four, five, or six.
  - c. Watch for open doors to the dog rooms, and be careful not to let any animals interact.
  - d. Once in the room, measure heart rate and weight.
  - e. Check: abdomen, eyes, and ears.
  - f. Check to see if the cat is cleaning itself properly:
    - On a long-haired cat, check the fur for mats or bald spots
    - On a short-haired cat check for dirt, fleas, or abrasions.
  - g. Ask the owner if the cat needs a Feline HIV or Feline Leukemia test, and make note on the appointment form.
  - h. Ask the owner if he or she has any particular questions, and answer them if you feel comfortable doing so. Record any unanswered questions on the form.
3. Wild or Exotic animals to room seven only. If the animal is tame, let the owner hold it. If the animal is wild, place it in the carry box provided. Ask the owner if he or she has any questions, and leave the preliminary exam to the veterinarian on duty.

These procedures are really pretty much common sense once you get some experience. Please let me know if you have any questions, and never hesitate to call me for help! My desk number is 5-3211.

