

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

This memo is to let you know how to check-in small animals that visit our clinic. Please feel free to keep these guidelines at the check-in desk if necessary. We'll begin with general instructions:

1. Create/open the pet's file listed under the registered owner's last name and pet's first name.
 - Tag color code:
 - Red = dogs
 - Green = cats
 - Purple = exotics
2. Have the owner fill out a yellow appointment form specifying the reason for visit.

Do not to let any animals interact!

Dog Check-In (Exam rooms 1 - 3)

1. Make sure the dog is on a leash.
2. Check the following
 - a. heart rate
 - b. weight
 - c. abdomen check(for lumps or pain)
 - d. eye and ear check
 - e. skin check(for fleas ticks, or rashes)
3. Ask the owner:
 - a. if the dog is up-to-date on heartworm pills
 - b. If they have any particular questions
 - i. If you can answer them
 - ii. Otherwise, make a note of the question in the form

Cat Check-In (Exam rooms 4 - 6)

1. Allow the owner to carry the cat or off a leash to take them to the room.
2. Check the following:
 - a. heart rate
 - b. weight
 - c. abdomen check
 - d. eye and ear check
3. Check to see if the cat is cleaning itself properly
4. Check the cat's fur:
 - a. Long-haired: look for mats or bald spots
 - b. Short-haired: look for fleas, dirt or abrasions.
5. Ask the owner:
 - a. if the cat needs a Feline HIV or Leukemia test, make note on the appointment form.
 - b. if he or she has any particular questions, and answer them if you feel comfortable doing so. Otherwise, make note of the questions on the form.

Exotic Animal Check-In (Exam room 7)

1. If the animal is tame, let the owner hold it. If the animal is wild, place it in the carry box provided.
2. Ask the owner if he or she has any questions, and leave the preliminary exam to the veterinarian on duty.

Please let me know if you have any questions, and never hesitate to call me for help! My desk number is 5-3211.