

To: Vet Clinic Student Worker Trainees

Date:

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.

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

Now you are ready to take the animal. We'll start with dogs.

1. If the dog is not on a leash, put one of our leashes on it.
2. Take dogs to exam room one, two, or three.
3. Take the following measurements and record them on the appointment form: heart rate, weight, abdomen check (for lumps or pain), eye and ear check, skin check (for fleas, ticks, or rashes).
4. Ask the owner if the dog is up-to-date on heart worm pills, and note the answer on the form.
5. Ask the owner if he or she has any particular questions, and answer them if you feel comfortable doing so.
6. Otherwise, make note of the questions on the form.

For cats, either let the owner carry the cat or offer a leash (if necessary).

1. Take cats to exam room four, five, or six.
2. Watch for open doors to the dog rooms, and be careful not to let any animals interact!
3. Once in the room, take the following measurements: heart rate, weight, abdomen check, and eye and ear check.
4. Check to see if the cat is cleaning itself properly.
5. On a long-haired cat, check the fur for mats or bald spots; on a short-haired cat check for dirt, fleas, or abrasions.
6. Ask the owner if the cat needs a Feline HIV or Feline Leukemia test, and make note on the appointment form.
7. Ask the owner if he or she has any particular questions, and answer them if you feel comfortable doing so.
8. Otherwise, make note of the questions on the form.

Finally, take any 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.