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Operation Control

(Surgery: Booking, Admission and Discharge)

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1. Purpose

This document is produced to identify the process of managing booking of appointments, animal admission and discharge.

1.1. Scope

This document is applicable to all departments of Vets for Pets.

1.2. General Requirements

1. All concerned personnel are responsible to ensure that work is carried out in compliance with this procedure.
2. Practice manager shall ensure that development, review, and improvement of this procedure is conducted at least once every year.
3. Development, review, and improvement of this procedure must be done in consultation with all vets.
4. This procedure to be documented and recorded as per the hospital document control procedure.

2. Procedure

2.1 Booking of Surgery

Clients' information

Check and Ensure:

- Owner's name, title (Mr/Mrs...etc), address, phone number.
- Animal's name, breed, sex and age
- Procedure booked in for (use accurate words like cat castrate, dog spay)



Surgical estimated cost along with extras

- PreGA bloods - cost and reason.
- IVFT- cost and highly recommended for all general anaesthetics.
- Cone collars - cost of re-stitch if animal pulls stitches out.
- Total cost of procedure and optional extras.
- Additional cost if female is in season.

They might not commit to the extras at this stage but let them know they are things to consider before admission day.

There should be NO owner turning up for admission who doesn't already know about these options.

If booking in for a dental:

- The \$350 dental is for scale and polish only.
- Accurate estimates cannot be given without a consultation first.
- It is fine to book a consult for 9-10am and book it for a dental the same day - allows vet to give the estimate on the same day as the procedure.

Maximum Number of Surgeries Per Day

- Maximum number of surgical procedures is 7.
- Surgical procedures are dog/cats castrates, spays, dentals, cruciate, anything done in the surgery.
- Maximum of 5 spays per day.
- Cat castrates do not count toward the total.
- Vets always need to be able to add an emergency to the procedure list as the day progresses.

2.2 Admission of Surgery

Admission form

- Admission forms to be printed and put on reception desk the night before the procedure.



- Check details on system: animal's name, owner's name, animal's age.
- Explain procedure consent form to owner.
- Discuss preGA bloods, Tattoo and social media and note Y/N in appropriate areas.
- Write the best contact number for the day on the admission form.
- Write the estimate on the form (check CL to see if any saved estimates) and note any exclusions. Verbally confirm this information with the owner.
- If requesting a vaccination: find out what type of vaccination and date of last vaccination so we know when boosters are due. Write this info on the form.
- If getting microchipped, have the owner fill in the microchip form on admission.
- Ensure the admission form is signed and dated.
- Any updated estimate after the owner has signed the form is to be initialled by the owner and the admitting staff member.
- Let the owner know we will call them on the number provided around 3:30/4pm to give them a pickup time based on how the animal is recovering from the anaesthetic. Let them know pick up time is likely to be between 5 & 6pm in most cases.
- **Please note:** we CANNOT ensure early pick-ups. **Do NOT** promise animals will be ready by a time set by the owner. The order in which surgery is done is at the vet's discretion.

Admission forms are only considered complete and acceptable if:

- All printed details are checked.
- Contact number for the day is noted on the form.
- Procedure/s filled in.
- Estimate written and exclusions noted if required.
- Y/N filled in for all optional extras.
- Y/N filled in for feeding in past 8hrs.



- Y/N filled in for medication in past 8hrs.
- Signed and dated by the owner.
- Signed by admitting staff member.
- Other requirements (vax dates etc as stated above) if required.

Animal Check up by Nurse (while admitting)

1. All paperwork and discussions with owners as stated above
2. Desexing:
 - i. If the procedure includes Microchipping, the admitting staff member must scan the pet for M/C before admission
 - ii. males have 2 descended testicles
 - iii. females' signs of heat (vulval swelling/discharges, feline behavioural signs - ask owner)
 - iv. retained deciduous canines if 6m+ in age
 - v. hind dew claws
 - vi. hernias
 - vii. lump removals: clearly note on admission form the location of any lumps for removal or clip a small area of fur in region to allow easier location of lump later
3. Dentals: has a consultation been done specifically for dental issues and an estimate saved? If not, get a vet to have a quick look and give an estimate on the spot.

Blood Test Admission

Blood test admission such as (LDDST, ACTH stimulation, Blood Glucose Curves...etc.)

NB: the requirements vary depending on the test being performed. Ensure you access the test protocol to know what questions to ask.

- Blood test protocol / requirements must be communicated to client the night before the procedure

Ask the owner, note on the admission form, and tell the vet:



- Has the animal eaten this morning?
- What time was the last dose of medication given and how much was given?
- Has the owner provided all necessary items (e.g., insulin, food etc) if required - label and place in appropriate location e.g., refrigerator.

Payment or Taking Deposits while admitting

If an owner wishes to prepay for a procedure or pay a deposit, DO NOT charge out the procedure and then put a payment through.

Procedures MUST NOT be charged until they have been performed.

1. Check for an estimate on Ezyvet:
 - a. If an estimate exists, write it down on paper or print it out and use this estimate plus add any optional extras to the amount as the total estimate.
 - b. If no estimate exists and it is a “routine procedure”, use financial tab on Ezyvet to create an estimate and write it down on paper.
 - c. If no estimate exists and it is not a “routine procedure”, excuse yourself and seek the assistance of a vet.
2. Click on amount owing on Ezyvet (even though it will likely say \$0.00) and put a payment through as normal for the amount you have noted down as the estimate or the value of the deposit the owner would like to pay. This will bring the amount owing into credit (a negative dollar amount). When the vet charges the procedure after it has been performed, this value will return to zero or to the amount still owing.
3. Write on the admission sheet and on the electronic board (Trello) that the owner has paid and the amount (eg. Paid \$x in advance). This is



vital information as the discharging nurse is often different to the nurse who took the payment, and this step aims to reduce confusion at discharge.

NOTE: veterinary histories and charging histories form part of a legal document which must at all times be accurate, comprehensive, and up to date.

2.3 Discharge of Surgery

- Ask the owner the animal's FULL name - we sometimes have more than 1 animal with the same name.
- **BEFORE** bringing out the animal:
 - Explain to the owner the discharge instructions and give them a **WRITTEN** copy if available and share blood results if applicable.
 - Try and book in the appointment for suture removal, bandage removal, recheck etc at discharge if the owner is willing to commit at that stage.
 - Take the payment.
 - Ensure that all medications are given to the owner with it label.
 - Ensure the animal's wound is clean and no blood or faeces etc are on the animal.
- If possible, show the owner the wound so they know what it should look like.
- If a vet has said they specifically need to discharge a particular patient, take the payment, and then let the vet know they have arrived. Ensure that the vet gives the discharge instructions and bring the animal out **AFTER** the vet has done this.

QUERIES WITH THE BILL:

Compare the charges to the estimate, if they are the same then explain to the owner that this is what they agreed to when admitting the animal. If the charges are more than the estimate, ask the owner to wait a moment while you check with the vet. If there are still issues the **PRACTICE MANGER** is



required to sort it out with the owner. NOTE- this should not occur as vets need to update owners about any changes to the estimates. If the vet cannot sort out the issue, then escalate the issue immediately to the practice manager.

2.4 Animal Control

- Any owner arriving at the clinic with an unrestrained animal must be politely reminded that it is a legal requirement that all dogs be on a leash and cats in a suitable carrier. Staff must offer a lead or cat carrier for purchase to the owner.
- If the dog is putting a harness, **DO NOT** keep the harness at clinic, give it back to client.
- When a dog is out of a cage for any reason, it must be on a loop lead at ALL times. Do not rely on the collar as it may easily be slipped off by the animal.
- When a cat is out of a cage it must be securely held at all times which may include scuffing and securely holding the limbs. Staff are NOT to walk around the clinic with a cat in their arms unless moving directly from one room to another.
- When holding rabbits out of the cage, ensure the legs are securely held and if possible that the head is secured in the crook of the staff member's arm.
- When walking any dog outside the clinic, staff **MUST** take gloves and a garbage bag with them to immediately pick up any faeces deposited on public land.



Name:
Signature:

