Protocol between Bauer Center Staff and Boand Clinic Staff and Shelterluv Guidelines

(last updated 11/20/2019)

Medical Summary	Diagnosis	Diagnostic Tests	Vaccines	Daily Observation	Physical Exam	Treatment	Proc & Surg	Health Consults

These are the parts of the medical module we will use in Shelterluv:

    Medical Summary
    Treatments (for prescriptions)
    Vaccines (clinic schedule vaccines, Bauer Center staff will complete vaccines i.e. enter existing at intake)
    Memos (Medical) for findings/observations each time you see animal

At the start we will not be using (the information of the ones we aren't using will go directly into Medical Memos):

    Diagnosis
    Diagnostic Tests
    Daily Observation
    Physical Exam
    Proc & Surgery
    Health Consults

Before Clinic staff sees an animal, the Volunteer Coordinator or Helping Paw Coordinator will enter the animal into Shelterluv. They will upload any medical records and enter vaccines. Aside from intake info, vaccines, and spay/neuter info, Bauer staff should not touch any other part of the info in the Medical Tab.

Discharge Naming Protocol - Discharge file should be named "DischargeAnimalnameDate" i.e. "DischargeAutumn11/7/2019"
Post Discharge, foster homes and Helping Paw Clients will be directed to call Volunteer Coordinator/ Helping Paw Coordinator and they will be the go between with clinic staff.

Dental Charts will be filled in by hand and uploaded to Shelterluv

If another vet clinic calls to get our vet records, the Bauer Center staff should be contacted and they will email the records.

Bauer Center Staff will create TAF for every intake, Clinic staff will upload completed TAF. TAFs will also be created for Helping Paw Clients (by Helping Paw Coordinator).

Communication between Bauer and Clinic needs to be ongoing with every animal (after intake exam, after procedures) so everyone knows status of animals to go to foster homes/adoptive homes. Also any behavior/ personality info observed by kennel attendant and/or rest of clinic staff should be communicated to Bauer staff.

Email/communication protocol: Also - the protocol for the clinic email address is that it is to be used like a one way portal. It is the highway you use to get taf's and other documents and info TO the clinic, but not something to expect a reply from (If for some reason you do expect a reply please make that very clear in the email). And definitely you don't want to include the clinic email on group emails where a big group

conversation or comments can get started. It'll bog things down. IF you have a specific question for the clinic, text or call the clinic phone and communicate with Mariela. If it is a question about processes or an issue, let Carie know and she can answer, find the answer, or we realize we need a discussion or protocol in place.

Clinic staff will print kennel cards for each dog that comes into the suites and attach it to their clipboard next to the suite.

Who the clinic serves: Foster dogs, adoption in process, Staff/Board, Helping Paw (in the future). We do not do public dogs (or adopted dogs)

Clinic Scheduling
(all scheduling will be done on a shared Mac Calendar NOT on the calendar through Shelterluv)

Monday Procedures only
     (once caught up) 9-9:30 (last appt 9:30) Exams, 10-3 procedures, 3-4:30 (last appt 4:30pm) Exams
Tuesday 9-9:30 (last appt 9:30) Exams, 10-3 procedures, 3-4:30 (last appt 4:30pm) Exams
Wednesday Closed
Thursday 9-9:30 (last appt 9:30) Exams, 10-3 procedures, 3-4:30 (last appt 4:30pm) Exams
Friday 9-9:30 (last appt 9:30) Exams, 10-3 procedures, 3-4:30 (last appt 4:30pm) Exams
Saturday 9-10:30 (last appt 10:30) Exams

On Tuesday, Thursday, Friday - 2 procedures a day, drop off should be one at 8:30am and one at 8:45am

All Exams should be scheduled for 30 minutes.

A staff person from the Bauer Center will schedule the exams. The vet clinic will schedule procedures and follow up exams (if foster can commit to a time). This is done when they release a foster dog. If the foster home can't commit to an appointment then Bauer Center will be notified to make sure they know to work with foster to make followup appt. If the need for an appointment is communicated through the patient synopsis sent to Exam Group it will be made clear by bolding that info.

Protocol for scheduling exams in Calendar:

    Dog's Name ID Number /Name and what they are (foster, helping paw, etc.)- Then list what is being done, or if it's an initial intake TAF. Just put initial intake exam. So here are some examples:

    Rocky1926/Carie Broecker (F) - Exam, Limp, Nail Trim, Fecal
    Rocky 1926/Bob Newhart (A) - Initial Intake TAF
    Rocky 1926/Sally Fields (F) - gi upset, not eating
    Rocky 1926/Missy Jones (F) - lethargic
    Rocky 1926/Josh Smooch (HP) - microchip, rabies vaccine

    (F) = foster or (A) = adopter (HP) = Helping Paw (SD) = Staff Dog

If someone calls and needs to be seen same day, a staff person from the Bauer Center will see if there is space to get it scheduled, if there is, put it in schedule, but text the vet clinic phone so they know someone is coming in.

If there are no exam slots open, a staff person from the Bauer Center will call the clinic cell to see where they can fit that dog in.