



Veterinary Health Center

MANHATTAN, KANSAS

OFFICIAL PROTOCOL

DAY BOARD, BOARDING, AND MEDICAL OBSERVATION

Purpose: To establish guidelines for medical observation and boarding for staff, students, and faculty.

I. Overview

- a. The VHC Medical Observation Service is limited to pets owned by VHC clients and students, staff and faculty with ongoing medical conditions currently under the care of VHC staff clinicians. The VHC Boarding Service is limited to healthy pets owned by College of Veterinary Medicine students, staff, and faculty only. Space is limited and provided on a first-come first-served basis. The protocol for scheduling, admission, and discharge must be strictly enforced to prevent interference with the teaching and service missions of the VHC and to provide the best possible care for patients being boarded or under medical observation.

II. Scheduling

- a. Medical observation and boarding services are provided by appointment only. Patients must be preapproved by a Hill's Pet Health & Nutrition Center (PHNC) or specialty service senior clinician. All appointments must be made by the Small Animal Desk during regular business hours. Small animal caretakers and Emergency Desk personnel are not authorized to schedule medical observation or boarding appointments. Please contact the Small Animal Desk at least two weeks prior to desired medical observation/boarding dates. Upon making an appointment, Small Animal Desk personnel will contact a PHNC or specialty service student.

III. Admission

- a. Patients should be admitted to the VHC through the PHNC or the specialty service during regular business hours, Monday through Friday. All medical observation/boarding patients who will be staying overnight should receive physical exams upon admission. Medical observation/boarding patients which will only be in the VHC for the day are not required to be examined. After-hours admission is done through the Emergency Desk and requires prior approval of a PHNC or specialty service senior clinician. In the absence of prior approval, patients presented to the emergency desk after hours will not be admitted. The student on the Small Animal Emergency Service who receives weekend medical observation/boarding patients is responsible for their care until discharged or transferred the next business day. The intern on duty must oversee the exams if the patient is admitted after hours or over the weekend. Patients must be current on Rabies, DA2PP (dogs), FVRCP (cats), and Bordetella (dogs)

vaccinations. If vaccines are not given by VHC, then proof (copies) of prior vaccines must be provided and entered into the medical records. Owners are required to provide detailed information including telephone numbers where they can be reached while away in the event their pet becomes ill while in the VHC. A waiver authorizing emergency treatment of life-threatening illness must be signed by the owner at admission. PHNC medical observation/boarding patients admitted after hours should be transferred, by the receiving service, to PHNC the next business day if admitted over the weekend.

IV. Patient Care

- a. The PHNC or specialty service student will get the medical record, place the patient in a cage or run, and provide food, water and bedding as necessary. The student will place the cage card with identification (name, owner, any specific instructions, etc.) on the cage in the appropriate area. An ID neckband will be placed on each patient. Patients with ongoing medical problems will receive appropriate medical care based on the patient's needs. Students are responsible for the feeding and care of their patient/boarder. Small Animal caretakers will provide food, fresh water, clean bedding, etc. if needed.
- b. On occasion when the PHNC is too busy with other cases, a small animal caretaker may be asked to receive and care for the animal, place the cage card, or take the animal to the discharge area. PHNC patients are usually placed in Ward 2 or in runs (large dogs). Medical observation/boarding patients should be walked four times daily (PHNC) or as instructed by the senior clinician. After hours care instructions should be recorded daily in the After Hours Book in Ward 1. There is also a detailed PHNC Boarder Care book in Ward 2 which should be referred to for PHNC boarders. Medical observation patients are given a bath the morning of discharge (if leaving in the afternoon) or in the afternoon if leaving the following morning. Boarding patients are given a bath if they stay longer than one night.

V. Discharge

- a. Discharge date and time should be determined at admission. Discharge should occur during regular business hours. After-hours discharges must be approved by a PHNC or specialty service senior clinician at least 24 hours prior to discharge. Owners who anticipate early or delayed return to Manhattan should contact a PHNC or specialty service senior clinician to schedule discharge. Upon discharge, the PHNC or specialty service student will take the patient to the Discharge Desk. Discharge instructions should be completed and approved by the senior clinician. The intern on duty should approve the instructions if the patient is discharged over the weekend.

VI. Fees

- a. Medical Observation Service
 - i. A medical record fee and appropriate species daily care fees will be charged to clients, students, faculty and staff if the patient has ongoing medical conditions.

b. Boarding Service

- i. Patients that are healthy (no medical conditions and not taking medications for a medical condition) belonging to CVM students, staff and faculty only will have the appropriate boarding fee charged (H1105 Boarding SSF < 12 hr). If a patient is here for boarding and requests Pet Health Center Services (vaccinations, heartworm test, CBC, Chem Profile, ear and skin cytologies, etc.) a PHNC Exam (or recheck if appropriate) will also be charged.

c. Fee Structure

- i. Medical hospitalization or boarding is charged the first day, if a patient is admitted before 5:00 p.m., and then at midnight each consecutive day. If a patient is admitted after 5:00 p.m., they are not charged until midnight. Fees must be paid in full at time of discharge.