Veterinary Health Center
MANHATTAN, KANSAS

FRONT DESK PROCEDURES

Purpose: Defined Client Services procedures to outline registration and discharge processes.

I. **Admission Desk**- This is where you will meet with your clients. Please see your department nurses to sign up for the cases on Instinct.

II. The front desk will page you when your client is here and ready.

III. IMPORTANT! If you are with a patient or otherwise occupied with something else and receive a page, please call and tell us you are busy and may be awhile. This allows us to communicate to the clients about the wait times/delays. **Front desk ext. 2-4111.**

IV. You will be paged from the front desk. A TEXT will come in a form of a written message, example: "Aggie is here for their appt."

V. Internal hospital numbers are:
   a. a. Small Animal Admission
      i. 2-5690 (Main number)
      ii. 2-4109, 2-4132, 2-4115, 2-4196 are all back lines
   b. Discharge Desk
      i. 2-4100
      ii. 2-4108
   c. Large Animal Desk
      i. 2-5700

VI. To dial the numbers for the hospital internally, you will press 2 then the last four numbers, ex. 2-4100 (This will take you to Discharge desk). If you are outside the hospital and receive a page, all University numbers start with (785) 532-…. then just add the four numbers that they are paging you from.

VII. **Discharge Desk-** Communication is very important. With Instinct **PLEASE make sure all charges are in before bringing patient to the discharge desk.**
   a. You will communicate with the desk by putting a gold medal on your patients account.
   b. Remember to tell desk staff if your patient has any medication. This is commonly forgotten and becomes a problem to some clients from out of town.

      c.   Walk the client to the discharge desk and inform the desk staff if the patient is discharging or if a deposit is to be collected.

      d.   If the desk staff pages you about a client, please call back and let them know you received your page.

      e.   Let the desk staff know if there should be a recheck for the patient.

VIII.   All exterior doors of the hospital are locked at all times. Your ID badge is required for access into the building. If you do not have your ID badge with you, then a photo ID is required.

IX.   Please be aware that clients and non-employees are not allowed in patient care areas without clinician approval.

Auditing Procedures

I.   Auditing your patient chart is imperative to ensure all charges are current and accurate. To ensure charts are audited routinely we ask that you order as a treatment "Audit Invoice / Enter Charges". This treatment is set to q24 at 10am. For outpatient/day visits if an audit is requested, please reach out to the audit staff at least 2 hours prior to discharge.

II.   The audit staff will monitor the worklist generated from the "Audit Invoice / Enter Charges" treatment. Once the audit is done, the audit staff will mark the treatment as completed. They will also apply a pop-up note to the Vetstar account.

III.   All charts will receive an audit either before or after patient discharge. Please ensure you are keeping up on your daily charges in both Vetstar and Instinct.

IV.   Clin path charges are auto charged through an Interface with Vetstar. It is your responsibility to enter all Diagnostic Lab charges.