



Veterinary Health Center

MANHATTAN, KANSAS

OFFICIAL PROTOCOL

AFTER HOURS EMERGENCY CALL IN PROCEDURES FOR CLIENT CALLS

- I. In the case of an emergency after hours client call-in, the Small Animal Intern or Large Animal Primary Clinician is the first person called by the Emergency Desk personnel. The Emergency Desk personnel will contact the clinicians, veterinary technicians or students that is on-call in for emergencies. In order to assure all needed personnel are called in a timely manner, a uniform VHC protocol has been established which includes the following responsibilities:
 - A. The intern/resident/clinician must call all needed clinicians, including residents with the exception of the Equine Section (see paragraph C below).
 - B. The on-duty intern/resident/clinician should contact the Small Animal Discharge/Emergency Desk personnel and indicate which emergency students and technicians should be called. Emergency desk will refer to existing emergency schedules and contact the persons on call.
 - C. When Small Animal Discharge/Emergency Desk personnel receive an after-hours client call in regards to an equine emergency that will be arriving after hours, they must page the Primary on-call Clinician. The Primary on-call Clinician will call the Large animal Emergency Clinician (LAEC) to provide details on the case. If the LAEC is off duty, the Primary on-call Clinician will call the Primary Medicine or Surgery Senior Clinician "on call". The Primary on-call Clinician on duty may also ask the Small Animal Discharge/Emergency Desk personnel to call a specific equine clinician(s). When a 30 minute out-call is received, the Small Animal Discharge/Emergency Desk personnel will call the LAEC direct, the Primary Clinician and the primary equine students. If the LAEC is off duty, the Small Animal Discharge/Emergency Desk personnel will call the Primary Clinician, the primary equine students, and any other clinician requested by the Primary Clinician (example: Backup Resident). In these cases, the Primary Clinician will call the Primary Medicine or Service Senior Clinician "on call".
 - D. When a radiologist is called and desires their resident to come in, it is the radiologists' responsibility to call the radiology resident, or request the on-duty intern/resident/clinician to call the radiology resident.
- II. Small Animal Discharge/Emergency Desk personnel will also respond to a request from any senior clinician to call in students and/or technicians. All requests received by the Small Animal Discharge/Emergency Desk personnel will be documented.