



Veterinary Health Center

MANHATTAN, KANSAS

OFFICIAL PROTOCOL

PET HEALTH CENTER

Welcome to the Pet Health Center! Orientation will be held on the first morning of the rotation and begin in the Pet Health and Nutrition Center (PHNC) conference room at 7:30 am. As some information changes for each new rotation, you will find updated information for your group in **Canvas** under **VCS 932 Pet Health/Nutrition**. Orientation information that needs changed will be updated by the first Monday of your rotation. Any orientation information that has been changed will be designated with an asterisk. Do note that most of these changes will be minor, such as the Saturday that your rotation has clinics, so the bulk of the information will remain unchanged. This information will be more current than what is in the handbook, which is only undated once a year, and found in the Canvas 4th Year Clinical Section listed under SA Gen Med (Pet Health)/SA Gen Med Supplemental. Information in **VCS 932** should be what you refer to for the majority of your information for this rotation, including rounds and other reading materials.

We do expect you to start becoming familiar with the orientation materials and vaccine/preventive protocols **prior** to beginning this rotation. These can be found in Canvas under **VCS 932**. If you have any problems, questions or concerns, feel free to visit with us.

Any student with a disability who needs an accommodation or other assistance in this course should contact Disability Support Services and the instructor (Dr. Susan Nelson) as soon as possible.

OVERALL GOALS OF PET HEALTH CENTER

To provide an environment for veterinary students to learn the nature of activity in a high-quality, general small animal practice. The practice should be modeled after one in which general medicine and preventative medicine cases are seen and their needs taken care of immediately. Cases requiring more extensive work-up may be referred to one of the specialty services within the VHC.

The specific educational objectives should be to teach the fundamentals of general small animal practice including:

1. The mastery of general medical skills including:
 - A. Accurate and complete medical history in a timely fashion (10-15 min)
 - B. Client communication
 - C. Complete medical examination and correlation of findings (10-15 min)
 - D. Complete and accurate record keeping (medical, client communication and financial)

- E. Understanding and implementation of preventative and public health measures for clients and their pets
 - F. Understanding the importance of obtaining a complete nutritional history and tailoring a specific nutritional plan for the individual patient.
 - G. Knowing the proper "next step" and initiating the next step in health care of patients, e.g., manage and treat the case, further diagnostic work-up, referral of the case
 - H. Enhancing basic laboratory and specimen collection skills
 - I. Understanding and implementing Fear Free methods for working with cats and dogs
 - J. Knowing how to formulate and discuss various levels of treatment options
2. Practice Management skills development
- A. Computer information management
 - B. Client communication skills:
 - I. in-person examination room communication
 - II. telephone communication
 - III. written discharge instructions using client-friendly terminology
 - IV. professional marketing strategies
 - V. effectively discuss various levels of treatment options
 - C. Public education and relations
 - I. improving the client's knowledge of health care
 - II. making clients "feel good" about the veterinary care being provided
3. Imparting a strong sense of economy and accountability in conduct of practice
- A. Practicing in as time efficient manner as one can within the constraints of a teaching hospital
 - B. Providing reasonable options
4. Self-directed teaching. Students should be encouraged to learn about all aspects of veterinary medicine using various resources in the Pet Health and Nutrition Center, computer on line searches, or the College Library.
5. Emphasis on relevant case/instructional materials

- A. Specific “learning issues”
- B. Preventive medicine issues and products

SCHEDULE

It is essential that this practice be conducted in a manner to simulate a high-quality, general small animal practice in as competent and efficient manner as possible within the constraints of a teaching hospital.

1. Monday through Friday (subject to change)

7:00 – 7:50 A.M.	Care of cases, boarders, and blood donors. All students who do not have an early (before 7:30 am) drop off patient or patient/donor care duties need to be present and ready to go by 7:30 am to receive drop off patients and prepare for the day.
7:50 A.M. – 8:50 A.M.	Rounds- Schedule with topics will be emailed out to each rotation. Specific topic documents will either be sent via email or posted on Canvas VCS 932. Rounds are conducted by several different people, so distribution of information will vary due to this.
9:00 A.M. – 3:00 P.M.	Receiving appointments, special treatments and diagnostics. Lunch worked in as we go.
3:00 P.M. - 5:00-5:30 P.M. (or until finished)	Discharge patients, records, phone calls and clean -up. Urgent cases may be seen as well.

- 2. Case and topic discussions occur during the work day as time allows.
- 3. PHNC students are responsible for the **Saturday Clinics**, 8:00 AM - 12:00 PM or until finished. This is of the highest priority. Arrange your schedules to assure you can be on duty (i.e., emergency duty, ICU, vacation). The Saturday schedule is sent out by the Clinical Sciences office.
- 4. **Urgent Care:** One student each day will be working on the Urgent Care service. You may receive additional information from them regarding your responsibilities and expectations. You can also find Urgent Care information in Canvas **VCS 932**. Please refer to the Small Animal Emergency/ICU Schedule to see which days you will be on this service. Duty hours are **7:30 am – 5:00 pm (or until finished)**.
- 5. For those animals needing restraint for blood drawing, FNA’s, otoscopic examination, rectal exams, vaccinations, or related procedures, use the examination tables in the treatment area. Using our veterinary nurses and/or peers to restrain animals or assist in filling prescriptions is an acceptable practice. Safety is a major concern, so use a common-sense approach in assuring the

safety of the owner, students, staff, faculty and animal for each case. If you are unable to complete an exam on a fractious (or wiggly) animal, let the clinician know what findings you do have and we'll finish the exam together. Our goal is to minimize stress to our patients when possible, so Fear Free techniques will often be utilized.

6. **The AVMA professional liability trust strongly recommends that owners not be allowed to assist during an examination or procedure.**

ADDITIONAL RESPONSIBILITIES and MANDATORY REQUIREMENTS

1. Our goal is to accommodate the client in the same way as would be done in a high-quality general practice including properly labeled prescriptions, reminder cards, and callbacks.
2. Filling routine prescriptions.
3. Transporting laboratory specimens to a specific laboratory.
4. Caring for boarding animals, strays, orphaned kittens and blood donors. Additional information will be provided at orientation and more can be found in Canvas **VCS 392**.
5. **Videotaping:** Students **must** complete taping of one authentic client encounter for communications training. This is mandatory. More detailed instructions will be given at orientation.
6. Cleaning up after yourself and others in the Pet Health area. It is everyone's responsibility to keep the area clean and tidy.
7. Students will complete a **self-evaluation assessment** mid-way through the rotation that is mandatory to complete and return by the indicated time stated in the email message.
8. There will be an **Exam** given at the end of the rotation. Students are required to pass (70% or greater). If a student does not pass the quiz the first time, he/she will be given a second quiz. If the second quiz is not passed, the student will not pass the rotation. The quiz grade will be made known to the student and the quiz itself returned for brief viewing and then immediately returned. It is not to be reproduced by any means as this will be grounds for failure.
9. A pre-quiz will be given at the beginning of the rotation. This score will not count towards the final grade.
10. Students must complete the **Pre and Post Nutrition survey**. This can be accessed on Canvas **VCS 932**. Deadlines will be discussed during orientation.
11. Dress code is as stated in the handbook for Small Animal Medicine. No blue jeans.

GRADES

Students will be provided with a completed grading rubric and a brief written evaluation at the end of their PHNC rotation. A letter and numeric grade will be assigned. Performance in clinics, rounds and exams will all contribute to the determination of the final grade. **Scoring a non-passing grade on the final quiz (2 times), failure to meet videotaping requirements, failure to complete and return mid-evaluation, failure to complete the pre and post-nutrition surveys, cheating, or other violations of Kansas State's Academic Honor code, are all grounds for failure of the course.**

WELLNESS APPOINTMENT REQUIREMENTS FOR PUPPIES AND ANNUAL EXAMS FOR ADULT CANINE PATIENTS

1. Ask for previous vaccine history first (if new patient), and if owner did not bring it, ask one of our desk staff to call the previous veterinarian and get it for you. Then obtain accurate history from the owner, including when patient last ate. There is a PE/History form located in the treatment area that can help remind you of questions to ask.
2. Core vaccine schedule outlined and "risk" status for noncore vaccines discussed and schedule outlined for those determined to be needed as well.
3. Deworm/Fecal cup sent home
4. Heartworm information
 - A. Test if appropriate (puppies 7 months or older) and send appropriate amount of preventive.
 - B. Younger puppies: Give a complimentary sample at each puppy vaccine visit and send further preventive at the last vaccine visit.
5. Nutritional counseling
6. Neutering counseling, if appropriate
7. Behavioral counseling
8. Dental Health care
9. Ectoparasite control: Apply complimentary sample to puppies during vaccine visits
10. Complimentary nail trim during puppy visits
11. The most current canine vaccination and preventive protocols are located in Canvas **VCS 932** and students will be expected to know them. A more detailed description of what should happen during canine wellness appointments is in the Pet Health Protocols that are also located in Canvas **VCS 932**.

WELLNESS APPOINTMENT REQUIREMENTS FOR KITTENS AND ANNUAL EXAMS FOR ADULT FELINE PATIENTS

1. Ask for previous vaccine history first (if new patient), and if owner did not bring it, please ask one of our desk staff to call the previous veterinarian and get it for you. Then obtain accurate history from owner, including when patient last ate. There is a PE/History form located in the treatment area that can help remind you of questions to ask.
2. Core vaccine schedule outlined and “at risk” status for noncore vaccines discussed
3. Deworm/Fecal cup sent home
4. FeLV/FIV information - test if appropriate
5. Heartworm and prevention discussed
 - A. Apply complimentary sample at kitten visits
6. Nutritional counseling
7. Neutering counseling, if appropriate
8. Behavioral counseling
9. Dental Health care
10. Ectoparasite control: Apply complimentary sample at kitten visits
11. Complimentary nail trim at kitten visits
12. The most current feline vaccination and preventive protocols are located in Canvas **VCS 932** and students will be expected to know them. A more detailed description of what should happen during feline wellness appointments is in the Pet Health Protocols that are also located in Canvas, **VCS 932**.

SICK/INJURED PATIENT APPOINTMENTS

1. Obtain accurate history from owner, including when patient last ate and urinated. There is a PE/History form located in the treatment area that can help remind you of questions to ask.
2. Ask a peer/staff to obtain information from previous veterinarian, if needed
3. Complete physical exam
4. Have assessment and plan ready to go for clinician

5. Some patients will be managed in an outpatient manner by Pet Health and others may need to be transferred to a specialty service for additional management.

BOARDING ANIMAL EXPECTATIONS

1. Quality care - walking, feeding, and meds if needed
2. Physical exam upon arrival
3. Daily Mini-soaps
4. Accurate medical records
5. Bath prior to departure-dogs only and if stay more than one night
6. Discharge instructions
7. *More information is located in Canvas VCS 932.*

BLOOD DONOR EXPECTATIONS

8. Quality care: Observation for illness, medication administration (when needed).
9. Full physical exams on Mondays, including weigh-ins and nail trims (if needed)
10. Daily Mini-soaps
11. *More information is located in Canva, VCS 932.*

GOOD SAM ANIMALS

1. It is important to get accurate information, ***including if anyone who was bitten or scratched by the animal.*** If somebody was injured do not let them leave, get their contact information and notify the clinician so they can speak with them.
2. There are two Good Sam forms that need to be completed.
 - a. Good Sam intake form that needs to be completed in its entirety by the admitting person(s).
 - b. Good Sam Physical Exam and Release form that needs to be completed for the examination and treatments.

3. Please wait for instructions from a clinician before handling any Good Sam patient and always wear gloves. Refer to Hospital Policy, Good Samaritan Animal Procedures for additional information.