



Veterinary Health Center

MANHATTAN, KANSAS

OFFICIAL PROTOCOL

PET HEALTH CENTER

Welcome to the Pet Health Center! The orientation will begin in the Pet Health and Nutrition Center (PHNC) conference room at 7:30 am. Due to the ever changing nature of medical information and the impact of COVID, updated orientation information with more specific details for the rotation will be emailed to each group. This information will be more current than what is in the handbook. We expect you to be familiar with the orientation materials prior to beginning this rotation. **There is additional information posted on Canvas as well** in the 4th Year Clinical Section listed under SA Gen Med/Pet Health/SA Gen Med Supplemental. 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 GOAL 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 techniques 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
- 2. Practice Management skill development
 - A. Computer information management
 - B. Client communication skills:
 - I. examination room
 - II. telephone communication
 - III. written discharge instructions
 - IV. professional marketing strategies
 - 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 a time efficient manner
 - 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. It should be run in a manner that accommodates a large number of general medicine cases in a competent and efficient manner.

1. Monday through Friday (subject to change)

7:00 – 7:50 A.M.	Care of cases, boarders, and blood donors. All students need to be ready to go by 7:30 am to receive drop offs and prepare for the day.
7:50 A.M. – 8:50 A.M.	Rounds- Schedule/topics will be emailed out each rotation
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 P.M at the earliest.	Discharge patients, records, phone calls and clean -up (or until finished).

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).
4. **Urgent Care:** One student each day will be working with Dr. Weber on the Urgent Care service. You may receive additional information from her regarding your responsibilities and expectations. 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**.
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 learning center. 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.
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** (quiz). This can be accessed on Canvas: Rotation VCS932 Pet Health/Nutrition. 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 survey, 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 owner, including when patient last ate.
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. *You will receive current vaccination and preventive protocols with orientation materials and are expected to know them. A more detailed description of what should happen during canine wellness appointments is in the Pet Health Protocols that were emailed to you.***

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.
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. *You will receive current vaccination and preventive protocols with orientation materials and are expected to know them. A more detailed description of what should happen during feline wellness appointments is in the Pet Health Protocols that were emailed to you.***

SICK/INJURED PATIENT APPOINTMENTS

1. Obtain accurate history from owner, including when patient last ate and urinated
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

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. *There is a handout on Canvas with a more in-depth explanation of their expected care.*

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. *There is a handout on Canvas with a more in-depth explanation of their expected care.*

GOOD SAM ANIMALS

1. It is important to get accurate information, including if anyone was bitten or scratched by the animal. If somebody was injured, please get their contact information and notify the clinician.
2. Please wait for instructions from a clinician before handling and always wear gloves. Refer to Hospital Policy, Good Samaritan Animal Procedures for additional information.