



Veterinary Health Center

MANHATTAN, KANSAS

OFFICIAL PROTOCOL

TELEPHONE CONVERSATIONS WITH CLIENTS

The senior clinician is to authorize all telephone conversations with a client concerning a patient under his/her care. The senior clinician may authorize a staff member, house officer, or veterinary student to speak to a client. In all instances, the senior clinician should give specific instructions on what is to be discussed with the client.

If a client calls about their animal in the VHC and if the senior clinician is not available to speak to the client and has not left instructions for discussing the case with the client, the following procedures are to be followed by all desk personnel.

- I. The client is to be reassured that the senior clinician will be notified of their call as soon as possible.
- II. The house officer or a veterinary student familiar with the case is to respond to the call, and are to report upon only the general condition of the patient.
- III. If the condition of the patient is deteriorating or if the patient is likely to die within a short period of time, every effort must be made to contact the senior clinician or section head who will arrange for a timely contact with the client.
- IV. In all instances, all conversations with the client are to be documented in the Comm Log in Instinct (time, date, and substance of telephone conversation).
- V. In all instances, the senior clinician is to be advised as soon as possible of any telephone conversations concerning any of his/her cases.