



# Veterinary Health Center

MANHATTAN, KANSAS

OFFICIAL PROTOCOL

## URGENT CARE GUIDELINES

Purpose: To provide guidance on the utilization of the VHC Urgent Care to ensure they are available to provide care for the non-scheduled emergent patients.

- Urgent Care does not accept appointments in advance. Patients seen in the Urgent Care will receive an Urgent Care exam fee (E1244).
- Urgent Care will respond to code 10 page during the day from 7:30 AM – 4:00 PM Monday through Friday.
- Patients received by Urgent Care will be stabilized and transferred as quickly as possible to the appropriate service. Patients that have had a complete work-up from an rDVM prior to coming to the VHC; should not be received as urgent care patients. These cases should be received by the intended receiving service.
- Established Pet Health patients in need of urgent care services should be routed to Pet Health. In situations where the Pet Health schedule has exceeded capacity, the clinicians involved in each service should communicate to come up with a plan and direction that should be provided to the Client Services team.
- rDVM patients referred to the VHC should go directly to the intended receiving service.
- In situations where the patient should be transferred or received by Surgery and the clinician is in the OR; Urgent Care will provide the initial care and expediently transfer the care as appropriate. (Examples: fracture would be sent to Small Animal Orthopedics or a GI foreign body would be transferred to Small Animal Soft Tissue.)
- Last receiving appointment is at 3:00 PM and only one patient can be added in that time slot. All patients received through Urgent Care should be transferred to the appropriate service by 4:00 PM. Patients awaiting transfer because the receiving clinician is in surgery will be managed by the Emergency Service clinicians until the case is complete.
- Emergency Service cases that have presented during night/early morning hours can be transferred to Urgent Care at 7:30 AM if the patient needs additional work-up to determine the plan of care; other Emergency Service patients should be transferred to the appropriate service based on the patient needs. Urgent Care can assist with the patient care if the receiving service is not available and the ER student has completed their shift.
- A maximum number of 5 patients should be seen each day. Once this threshold has been reached, only Code 10 will be accepted unless prior approval is given by the Urgent Care clinician. Pet Health and Medicine should help provide coverage for overflow cases.
- When the Urgent Care service is closed for the day; the VHC will revert to past practices having services see the clients based on the reason for the appointment. Established Pet Health patients will be seen through Pet Health.
- Client calls should be managed in the same manner as afterhours by taking name and message for a return response from the appropriate service. Calls should be sent to Pet Health, Surgery, or Medicine; as deemed appropriate.