

**VETERINARY HEALTH CENTER at KANSAS STATE UNIVERSITY
OFFICIAL PROTOCOL**

DROP OFF OF PERSONAL PETS

A drop-off appointment must be made through the Small Animal Desk (2-5690) or Large Animal Desk (2-5700). This must be done to allow the receiving clinician to plan his/her day with senior students and to make sure they have a scheduled time to see the patient.

Ideally, the owner should come back to the VHC at their scheduled appointment time and visit with the clinician and senior student who will be caring for their pet. If their schedule makes this impossible, they should arrange a time prior to 1:00 P.M. to visit with the student and clinician in person or by telephone. If a small animal patient is being admitted for surgery, the owner must be present for their appointment or arrange another time in the day to visit with the receiving clinician in person. If the owner does not meet with the receiving clinician, surgery will not be performed. Unscheduled non-emergency drop off of personal pets will not be accepted.

When sick animals are dropped off, the client must be able to be reached by telephone or return to the VHC by 9:00 A.M. that day to discuss the patient history and proposed treatment. Desk personnel should determine the time of drop off with the client when scheduling the appointment.

The owner must check in with the appropriate desk and complete all required medical record forms including Medical Record Form 5 – Drop Off Information Sheet. If arriving before 8:00 A.M., the owner must check in at the Small Animal Discharge/Emergency Desk. If arriving after 8:00 A.M., the owner must check in at the Small Animal Receiving Desk or Large Animal Receiving Desk. Owners are not to take pets directly to a ward, run or stall.

Drop off patients scheduled for the Pet Health Center will be placed in a roll cage by the client with their patient identification card and moved by Small Animal Discharge/Emergency Desk personnel to the area outside the Pet Health Center at 8:00 A.M. The Pet Health Center clinicians and students will receive patients in appropriate order or as the schedule allows.

For all other services, the receiving clinician should assign a student to the patient prior to the appointment. The student assigned to the case should obtain the drop off time from the appropriate desk and be in the VHC at that time to accept the patient from the owner. If the student assigned to the case is not at the desk to accept the patient upon arrival, desk personnel will page them. The student assigned to the case will take the patient to a cage in the ward, run or a large animal stall with the patient identification card provided by the desk. On occasion, desk personnel may need to have clients place their animal in a roll cage in the hallway by the Small Animal Desk or Small Animal Discharge/Emergency Desk with the patient identification card pending arrival of the student.

CATEGORY Clinical Sections, Desks, House Officers, Staff and Students

APPROVED 1/17/13, VHC Administrator