



NewDay Veterinary Care

Training Manual



 **newday**
VETERINARY CARE
+ Pet Paradise

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chapter 1

Client Service

Customer Service & Phone Etiquette

Client communication and customer service is a cornerstone of a successful veterinary practice. **First impressions** are vital to creating and maintaining relationships with our clients. Often the first interaction with clients is by phone, so creating an immediate connection is important to cultivating a good relationship.

Be sure to acknowledge the client as soon as they arrive. If you are on the phone, make eye contact and gesture to them that you will be right with them. Owners often come in worried about their pets, and it is our job to make their experience less stressful.

Phone Greetings

The phone should be answered within 3 rings. This shows the client that they are a priority. Always answer the phone with a smile!

“Thank you for calling NewDay veterinary clinic! This is <your name>, how may I help you?”

Placing Calls on Hold

Always ask for permission and wait for an answer before placing calls on hold.

“Thank you for calling NewDay veterinary clinic! This is <your name>, is this a medical emergency, or may I place you on a brief hold?”

Scheduling Appointments

Offer the client the next available appointment, or ask if there is a specific day or time that may work for them.

“I can certainly schedule Jackson for an exam with the doctor to have his ears checked! My next available appointment is tomorrow at 1pm. Does this work for you, or is there a specific day you would like me to check?”

In general, we should strive to book appointments for as soon as possible, including same-day if feasible. Always offer clients a same-day option if the schedule allows. Additionally, make every effort to book a client’s next appointment during check-out. Booking the pet’s next appointment at checkout ensures they have their time reserved. This keeps the pet on schedule whether it is for a recheck or for preventative care. Ideally, we would want the majority of our clients to always have their next appointment on the calendar, even if its six months away.

When Scheduling, Make Sure to Always:

- Add the appointment to the veterinary clinic schedule with details

- Collect all owner information and patient information (new patients only)
- Create Gingr account (new patients only) and select relevant slots in Gingr

Also Complete the Following for Great Service:

- Give the clinic’s address and, if needed, driving directions
- Give individual instructions, such as bringing a stool sample or fasting the pet
- For new clients, request if they can bring previous medical records, or collect previous vet’s information to call for the medical records

Helpful Phone Scenarios

Remember – It is always better to place a call on hold and ask a technician or the DVM for assistance, than to give incorrect information. It is ok to say “let me find out for you” or “do you mind if I take your information and call you back?”

SCENARIO 1

Placing a caller on hold when you need to consult a Veterinarian or Technician

A client calls to request a medication refill for Fluffy Sparkle, but the refill requires approval. Dr. C is in a room with a client (we know he can talk), and your technician is in the play yard observing a pet. What should your response be when you need to wait for approval for a medication?

SOLUTION:

Mrs. Sparkle, it may take me a few minutes to talk with Dr. C, as he is in a room with client. Would you like to continue to hold, or would you like me to call you back? What is the best number to reach you? We also have the option to text you if that would be more convenient. This solution offers the client the option to continue to wait or have a more convenient call back.



SCENARIO 2

Caller insists on getting an appointment today!

Mrs. Sparkle calls and wants an appointment with Dr. C today. However, you know Dr. C's schedule is fully booked. What should you do?

SOLUTION A:

1-doctor practice, drop-off or work-in

I'm sorry Mrs. Sparkle, but Dr. C is fully booked today. However, you can drop Fluffy off before 12pm and the doctor will examine him between appointments. Once examined, we will call you with the doctor's recommendations and what time you can pick him up. We could also work you in at 1pm, if you do not mind waiting to be seen between our other appointments. Would either of these work for you?

SOLUTION B:

1-doctor practice, alternate day

I'm sorry Mrs. Sparkle, but Dr. C is fully booked for the rest of the day. However, he has an opening tomorrow at 10am. Would this work for you?

SOLUTION C:

2-doctor practice

I'm sorry Mrs. Sparkle, but Dr. C is fully booked for today. However, Dr. Z can you see Fluffy at 2pm today. Does this work for you?

Each DVM may have different preferences for work-in appointments, so be sure to check with your doctor!

Remember, you can never give medical advice by phone to a client. Consult the DVM or Technician when in doubt!

Abbreviations

The following abbreviations are commonly used in veterinary medicine. Becoming familiar with them will allow you to understand the doctor's orders and explain them to the client correctly.

O	OWNER	Q	EVERY (Q2H = every 2 hours; Q12H = every 12 hours, etc.)
Rx	PRESCRIPTION	HWU	HEALTH WRITE UP
SID	ONCE daily, think single (abbreviation of Semel in die)	AS	LEFT ear
BID	TWICE daily, think bi for two (abbreviation of bis in die)	AD	RIGHT ear
TID	THREE times daily, think three (abbreviation of Ter in die)	AU	BOTH ears
QID	FOUR times daily, think quad (abbreviation of quarter in die)	OS	LEFT eye
PRN	AS NEEDED or WHEN REQUIRED (abbreviation of pro re nata)	OD	RIGHT eye
PO	BY MOUTH, think per oral (abbreviation for per os)	OU	BOTH eyes
NPO	NOTHING BY MOUTH (nothing per os)	HR	HEART RATE
		RR	RESPIRATORY RATE
		CRT	CAPILLARY REFILL TIME
		MM	MUCOUS MEMBRANES

When writing the instructions for a prescription label, always ensure to have a system of double checking the instructions. Check the medication name and dose to ensure they are exactly what the doctor ordered.*Also make sure the patient and client name are correct.

The label must include:

- The route of administration (oral, topical, in the ear, etc.)
- How much to give (one tablet, one cc, ½ tablet, etc.)
- The frequency (every 8 hours, once a day, etc.)

Some medications have special instructions, such as **with food, before food, keep refrigerated**, or more – so make sure to check if any of these apply to your label!

See the below examples to get familiar with how directions are commonly typed up:

- Give 1 tablet by mouth twice a day with food.
- Give ½ tablet by mouth once daily until gone.
- Give 0.5 cc by mouth every 8 hours with food. Keep refrigerated.
- Instill 8 drops into the right ear twice daily for 7 days.
- Apply a thin layer topically to affected area twice daily.

Flea, Tick & Heartworm Prevention

Monthly preventatives can vary depending on which state or area you live in, but in general all dogs and cats should be on a monthly HEARTworm prevention which protects against heartworms and intestinal parasites in addition to a monthly flea/tick prevention. Alternatively, “all in one” products are also an option which cover for heartworms, intestinal parasites, fleas, +/- ticks in a once monthly oral or topical treatment.

Each veterinarian may have different products they recommend, so be sure to check with your doctor for their preference!

These products should be offered at each visit to ensure compliance. Preventative medicine is better for the pet than treatment – and cheaper for the owner.

Monthly preventions come in two forms: oral chewable tablets and topical liquid placed on the skin.

Common brands include:

Simparica Trio: fleas, ticks, heartworms, roundworms, and hookworms. Dogs only.

Bravecto: fleas and ticks. Dogs and cats (given every 90 days instead of 30!).

Heartgard: heartworms, hookworms, and roundworms. Dogs and cats.

Revolution: fleas, ear mites, heartworms (dogs and cats); sarcoptic mange and ticks (dogs only); hookworms and roundworms (cats only).

Revolution Plus: fleas, ticks, heartworms, ear mites, round worms, and hookworms. Cats only.

Wellness Plans

NewDay veterinary clinics offer preventative care plans called **Wellness Plans**. The plan covers routine and preventative care such as vaccines, fecal tests, and office visits.

NewDay offers three levels of plans to meet each pet’s needs: **Core**, **Vital**, and **Premium**.

It is important to explain to owners what is included in the wellness plan at sign-up, and how payments and cancellations work. The wellness plan offers a 5%, 10%, or 15% discount on any services not included in the wellness plan.

Be sure to differentiate from insurance, which reimburses owners for accidents and injuries.

The wellness plan is a 12-month agreement. A \$48 enrollment fee and first month’s payment are due at sign-up and collected in clinic by the veterinary team. Owners are then charged monthly on the 15th, for 11 more payments.

Three Options to Fit Your Pet’s Lifestyle

Visit our veterinary team and choose a plan to fit your pet’s needs and lifestyle. With monthly payments of \$38, \$52, or \$66, our customizable plans offer preventative care for your dog or cat.

All plans require a one-time membership fee of \$48.

	CORE \$38/MO	VITAL \$52/MO	PREMIUM \$66/MO
Free Days of Day Camp or Nights of Boarding per year	2	4	6
Connected Care: Virtual Exams	2	4	6
Savings on All Additional Services and Prescriptions/Medications	5%	10%	15%
Unlimited Office Visits	■	■	■
2 Intestinal Fecal Exams	■	■	■
3 Routine Dewormings	■	■	■
Heartworm Test*	■	■	■
FVRCP Vaccines and Leukemia/FIV Tests**	■	■	■
Ear Cytology	■	■	■
Skin Cytology	■	■	■
Interstate Health Certificate	■	■	■
Rabies, Distemper, Parvo and Bordetella Vaccines*	■	■	■
Leptospirosis, Influenza and Lyme Vaccines*		■	■
Camp + Care		■	■
Leukemia Vaccine**		■	■
Urinalysis		■	■
Blood Work		■	■
Electrocardiogram			■
Blood Pressure Check			■
Pulse Oximetry			■
1 Professional Dental Cleaning, 1 Spay/Neuter or 1 Radiology Study			■

*Dogs only. **Cats only.

How to Sign Up a Wellness Plan:

- Log into VCP (Veterinary Care Plans)
- Select “Wellness Plans” from the top left corner
- Select plan (Canine or Feline / Core, Vital, or Premium)
- Fill out all information in the form

Be sure to inform owner of the following regarding payment:

- Credit Card will be drafted monthly payment on the 15th
- Owner is responsible for updating Credit Card
- There is a \$25 late/failed payment fee
- VCP will reach out if a payment is missed

- Select “Print Agreement”
- Print 2 copies of the contract:

One for the owner to keep for their records and one for the owner to sign that the clinic will retain.
- Scan signed copy of wellness plan agreement and save to the patient’s file
- **Select “Complete” after signing, or the wellness plan will not be started!**

Adding Wellness Plan Icons to Gingr Account:

- Locate the pet’s account in Gingr. Select the “+” next to their name
- Add the heart icon with the plan type and date signed up (“PREMIUM 11/10/21”)
- Add the purple Camp & Care icon for Vital/Premium plans, and Camp & Care price (“\$25 Camp & Care”)

Vet Services



fig. 03 Vet services dashboard

Wellness Plan

fig. 01 Veterinary Care Plans (VCP) Wellness Plan button from dashboard

1

Print Agreement

2

Complete

Akira +

fig. 02 Select “+” next to pets account name in Gingr

Adding Camp/Boarding Packages to Gingr Account:

- Select the barcode icon on the left-hand side
- Select “Sell Retail & Packages” (first drop down option)
- Select the appropriate package (core, vital, or premium) and add to cart

Wellness Plan | Core
Day Camp | Camp & Care
\$0.00
[Add to Cart](#)

Wellness Plan | Premium
Day Camp | Camp & Care
\$0.00
[Add to Cart](#)

Wellness Plan | Vital
Day Camp | Camp & Care
\$0.00
[Add to Cart](#)

- Add the correct owner (be sure to double check first and last name!)
- Select “Check Out With No Payment” in bottom right corner
- Add owner-visible note (ex: ‘Premium WP Resort Credit’)
- **Camp and boarding package has been added to the account!**



fig. 04 Barcode icon from Gingr dashboard

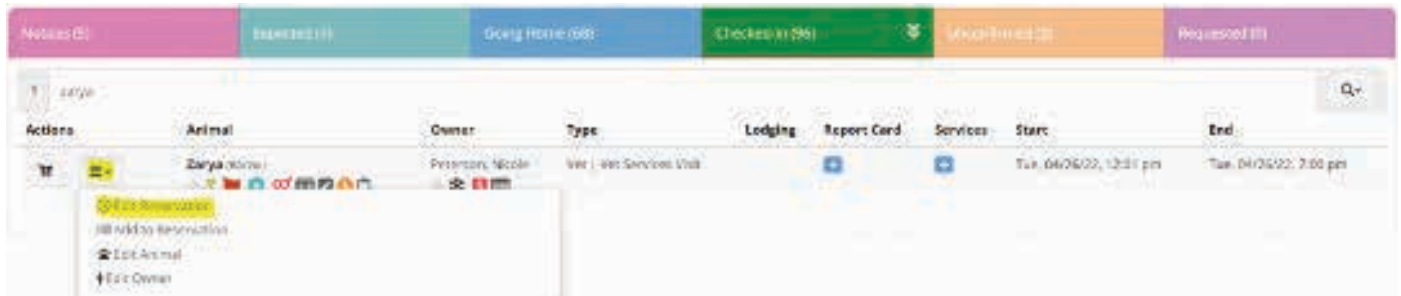
How To Take Payment – Gingr

Payments for veterinary services are taken through the resort’s software called Gingr. Follow the below example to check patients in and add charges to their account.

- **Step 1** – If the patient is here for only veterinary services, you can use Quick Check In. Search for patient and select “Add.” *Gingr has many patients with the same name, so be sure to check the owners first and last name, and the pet’s breed, all match to avoid checking in the wrong patient! If the patient is already checked in for boarding or day care, skip to step 2.



- **Step 2** – Find patient under the green tab “Checked-In,” and search for the patient. Select the three vertical line drop down menu, and select Edit Reservation.



- **Step 3** – Select “Additional Services,” and select “Vet I Pet Paradise Vet Services”



- **Step 4** – Select the correct date from the “When” drop down menu. Choose appointment date and click the green block. “Save & Close,” and “Override and Create” if needed.

Vet | Pet Paradise Vet Services \$0.00

Description

Wellness Services for our guests include:

- * Vaccinations
- * Wellness Exams
- *Dental
- * Medications

Price

0.00

Notes

Did you fill out the Veterinary Admissions Form (if dropping off and needing Vet Services) or Did you want to leave a deposit in the event your pet needs veterinary services to keep them comfortable during their stay?

Has anyone spoken with you about our Wellness Plans?

Does your pet need any heartworm, flea/tick

Service Options

No options are available for this service.

When?

Choose an Appointment Date

Tue, Apr. 26th

Duration

60

Last Step

Choose an appointment time

Coconut Creek Vet Services

11:00 AM
0 / 1 Booked

- **Step 5** – Back under the green “Checked-In” tab, click Vet I Pet Paradise Vet Services and enter the amount the owner should pay. To check out, click the cart icon on the left. From here, you can check out with payment.

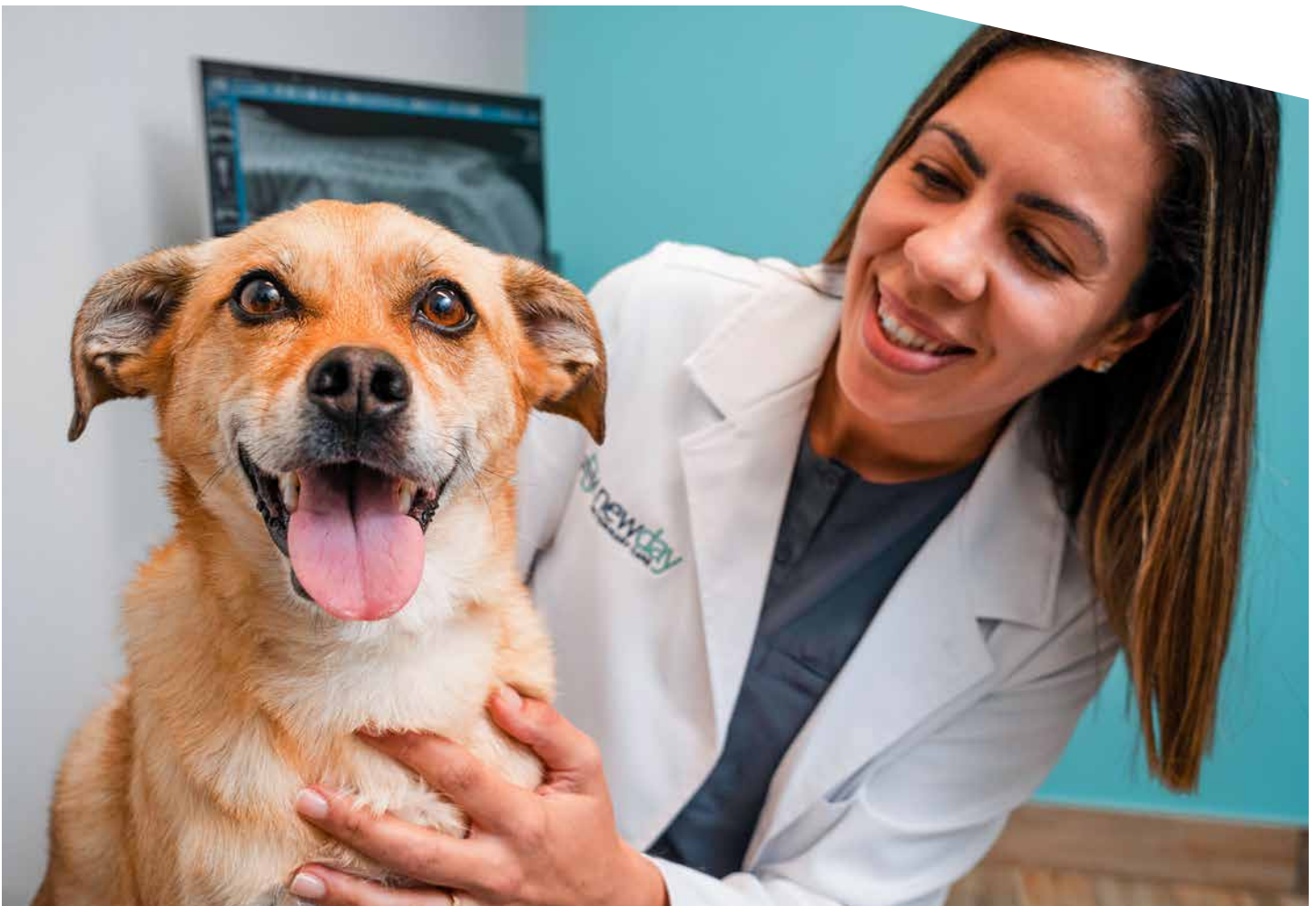
Actions	Animal	Owner	Type	Lodging	Report Card	Services	Start	End
	Sasha (Owner)	Peterson, Nicole	Vet Vet Services Visit			Vet Pet Paradise Vet Services Coconut Creek Vet Services	Tue, 04/26/22, 12:01 PM	Tue, 04/26/22, 1:00 PM

Service	Price	Actions
Vet Pet Paradise Vet Services	0.00	

Don't forget to ask the owner if they want a copy of their payment receipt printed or emailed!



CHAPTER 2



chapter 2

Restraint & Exam Rooms

Behavior & Basic Handling

The goal of restraint is to keep the patient calm and comfortable while keeping both the patient and staff safe while a task is being performed. There are many ways to safely restrain a patient, and each patient may require a slightly different approach depending on their personality and behavior. Some pets only require light restraint, while others need to be held firmly for their safety and the staff's safety. Reading a pet's behavior will help determine which restraint technique is best for that patient.

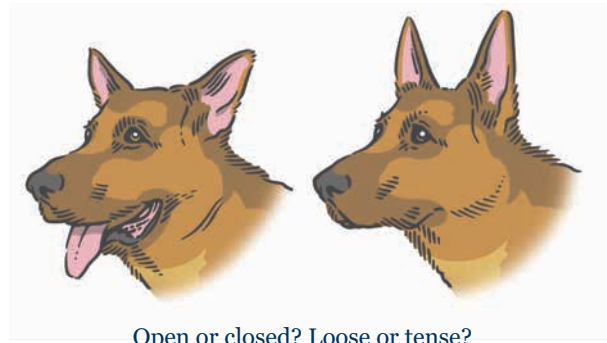
8 Points of Observation

Overall body posture



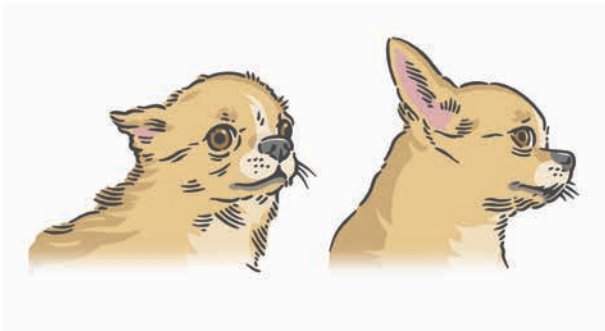
Loose and wiggly or tense and stiff? Upright or crouched? Leaning toward or away?

Mouth

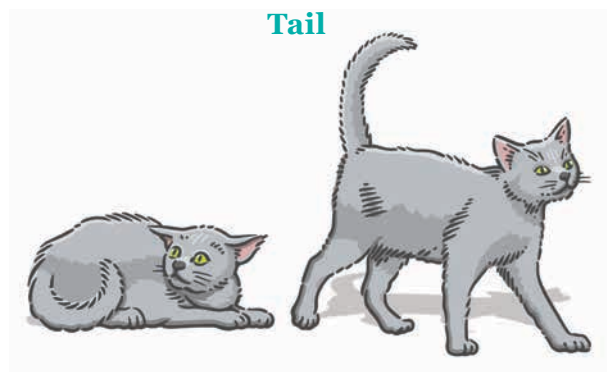


Open or closed? Loose or tense? Teeth showing? Panting? Lip licking?

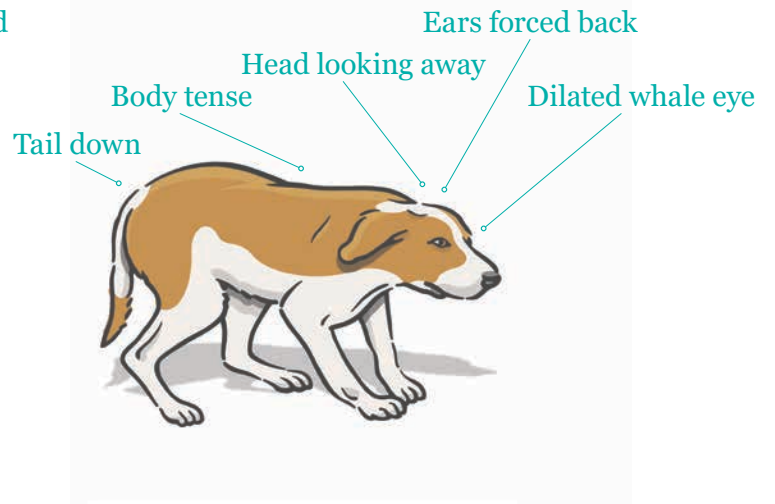
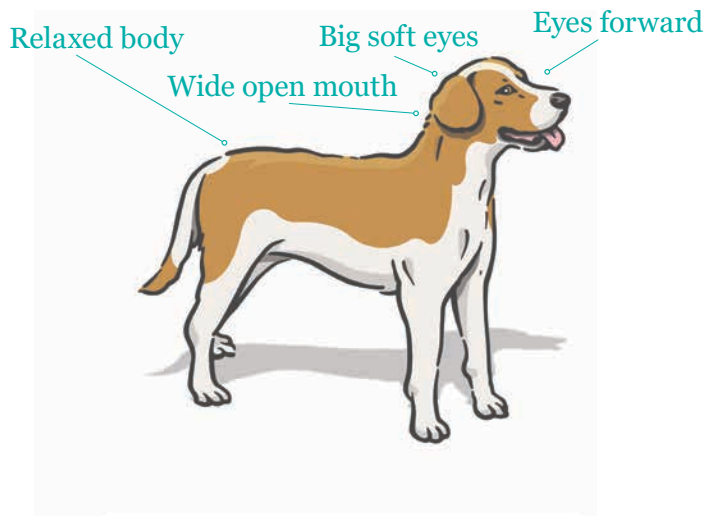
Hair coat



Tail



Smiling vs Warning



PICTURE 1

The most common way to restrain a dog is to place an arm under the pet's abdomen to prevent them from backing up or sitting down, and the other arm under their neck just below their jaw. This allows the pet to be able to breathe, while ensure he cannot turn his head to bite.

Having the patient's head under control so they cannot turn and bite is of utmost importance.

PICTURE 2

Picture to the right shows another variation of this. If your patient is jumping up, you can remove the arm from under the abdomen and pretend that you are hugging the pet, and push their rear down at the same time.

PICTURE 3

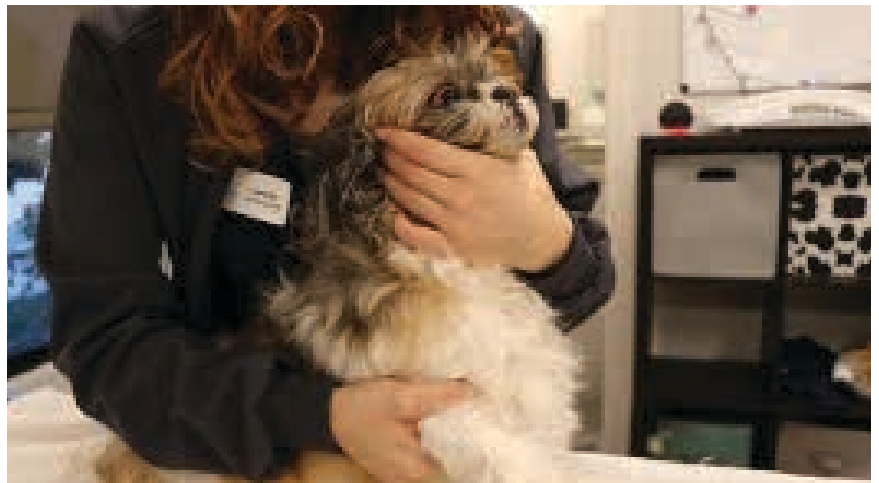
For larger patients, or when drawing blood from the cephalic vein or placing an intravenous catheter, picture 3 is the most common method of restraint. You also can gently direct the pet to lay down while still safely restraining the head.



Restraining Difficult & Brachycephalic Pets

When you have a difficult pet, or a brachycephalic dog that cannot wear a traditional muzzle, there are tricks and other ways to restrain:

- Placing an e-collar on the pet can allow them to breathe easily while preventing biting.
- Taking a towel and rolling it the long way and wrapping it around the head is a great way to gain control of a small dog's head when they are trying to bite. This way they cannot turn to bite and will bite the towel. Holding the slack of the towel and the dogs' shoulders will prevent them from turning to bite.
- Some dogs will need to be placed in lateral recumbency (laying on their side). This can be done with one person for a small dog, but ideally two people should assist.



The picture to the right demonstrates how to safely grab their legs, reaching over their body, and pulling the legs away from you to gently lay them on their side. Sliding the pet down your body/knees works well.

Final result below, with legs secured. The head is gently held down close to the jaw by the forearm, to prevent the dog from lifting his head and biting. Hold the legs closest to the ground to prevent pet from rising.

Never restrain a pet if you are not comfortable. Please ask for assistance when needed.



Restraining Cats

PICTURE 1

For restraining cats, a common method shown to the right is commonly known as a towel burrito. The patient's legs are secured in the towel, preventing scratching.

PICTURE 2

Cats can also be gently scuffed and stretched, using your forearm to support the cat. This also keeps them from wiggling while preventing them from biting or scratching.

Less is often more with cats.





Holding for Exams and Blood Draws

Now that you have practiced basic restraint, the next step is to learn how to hold for common procedures. Blood draws and intravenous catheterization are performed every day in our clinics!

Cephalic blood draws are typically done to obtain a smaller sample of blood, such as for a heartworm test. The cephalic vein is also used for intravenous catheter placement. Mastery of holding a pet for this type of procedure is vital!

The pet should be sitting (as shown to the right) or lying sternal on its stomach. With one arm, place the pet's head in the crook of your elbow, so they cannot move their head and try to bite. Place your other hand behind the pet's elbow to extend their leg. This will also keep the pet from pulling their leg backwards.

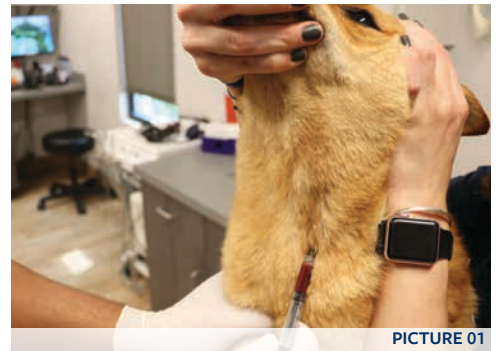
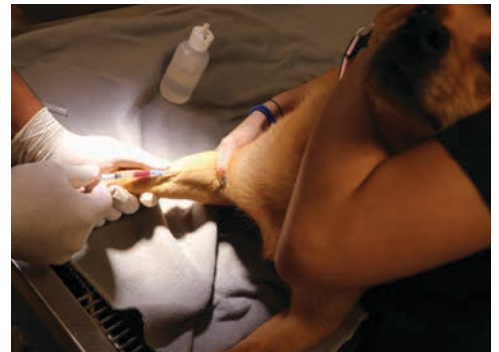


When a human has blood drawn, a tourniquet is used to occlude the vein. In veterinary medicine, we use our thumb to hold down on the vein, as shown to the right. This will be demonstrated by your trainer for proper technique. Once the blood sample is obtained, you can let go of the elbow and place your thumb on the blood draw site, so the pet does not bleed from where the needle was.

Jugular blood draws are commonly performed to obtain a larger blood sample. The pet's head needs to be held up towards the ceiling, presenting the neck to the technician for the blood draw. The fingers can go under the pet's jaw and should never be near the pet's mouth, in case they try to bite. Press your chest into the pet's back to prevent them from backing up or bucking. If the pet tries to jump up with its front legs, another assistant can hold the front legs down. If the pet is small (like a cat or small dog), the assistant can hold the head and legs at the same time, as shown in picture 2. Once the blood is obtained, one hand should come where the blood sample was taken, to prevent the pet from bleeding.

Holding for **intubation**, or the passing of a breathing tube before surgery, is another commonly performed assistant hold. As shown on the right, one hand can hold the lips and the other can hold the scruff or you can use both hands to hold the lips.

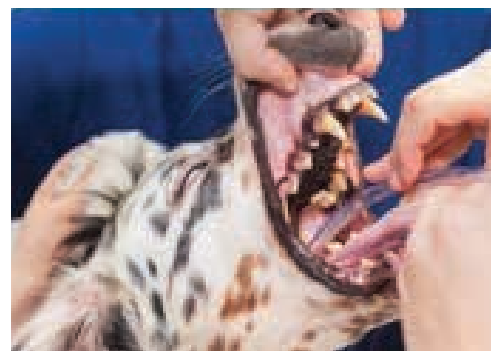
Never place your fingers in the pet's mouth. Despite being sedated, pets can still close their jaw!



PICTURE 01



PICTURE 02



Exam Rooms – History

Checking in patients for their office visits is one of the most important skills for a veterinary assistant or technician to have. Owners (and the pets!) are often anxious about their appointment, and you are the first line to calming their nerves and helping their pet have a smooth visit. Follow the below process to begin learning how to start off on the right foot with checking in exam rooms! You will gather vital information that properly prepares the veterinarian for seeing the pet.

Before you go in the room:

- Check the pet's chart for any previous medications and visit notes.
- Provides reference and allows you to determine what the pet is due for.
- Call the previous veterinarian to request their complete medical record if not already obtained or provided.
- Be prepared!

Put your best foot forward:

- Introduce yourself to the client (call client by name), acknowledge and pet the patient (if friendly). Smile when you speak and make eye contact.
- Actively listen.
- Avoid staring at the computer.
- Engage in conversation by asking open-ended questions.
- Give the client time to answer.
- Avoid providing answers to the client.
- Try to make a connection with the owner.
- Explain the process for the visit (the veterinarian will be in shortly to examine Fluffy, then we will develop a treatment plan).
- Keep the client informed of each step during the visit. (ex. we will be taking Fluffy to the treatment room to clean his ears and we will bring him back shortly).

Flow of the room:

- Greet the client and pet in the lobby and introduce yourself.
- Obtain an accurate weight.
- You may need to help the pet stand on the scale without moving to ensure the weight is correct.
- Owners often let the pets jump or pull on the leash, leading to incorrect weights!



Script for Greeting

**Good afternoon, my name is <name> and I will be getting you checked in today!
Can we please have Fluffy stand on the scale so we can get a weight?**

Obtain the chief complaint (reason for visit today) and a thorough history:

What brings you in with Fluffy today?

Allow owner to explain in their own words.

Is Fluffy eating / drinking normally? What food do they eat and how often?

Any vomiting / diarrhea / coughing / sneezing?

If YES, ensure to ask: When? How often? What did it look like?

Any changes to diet/environment?

Are they on any medications?

Are they on a monthly flea / tick / heartworm prevention?

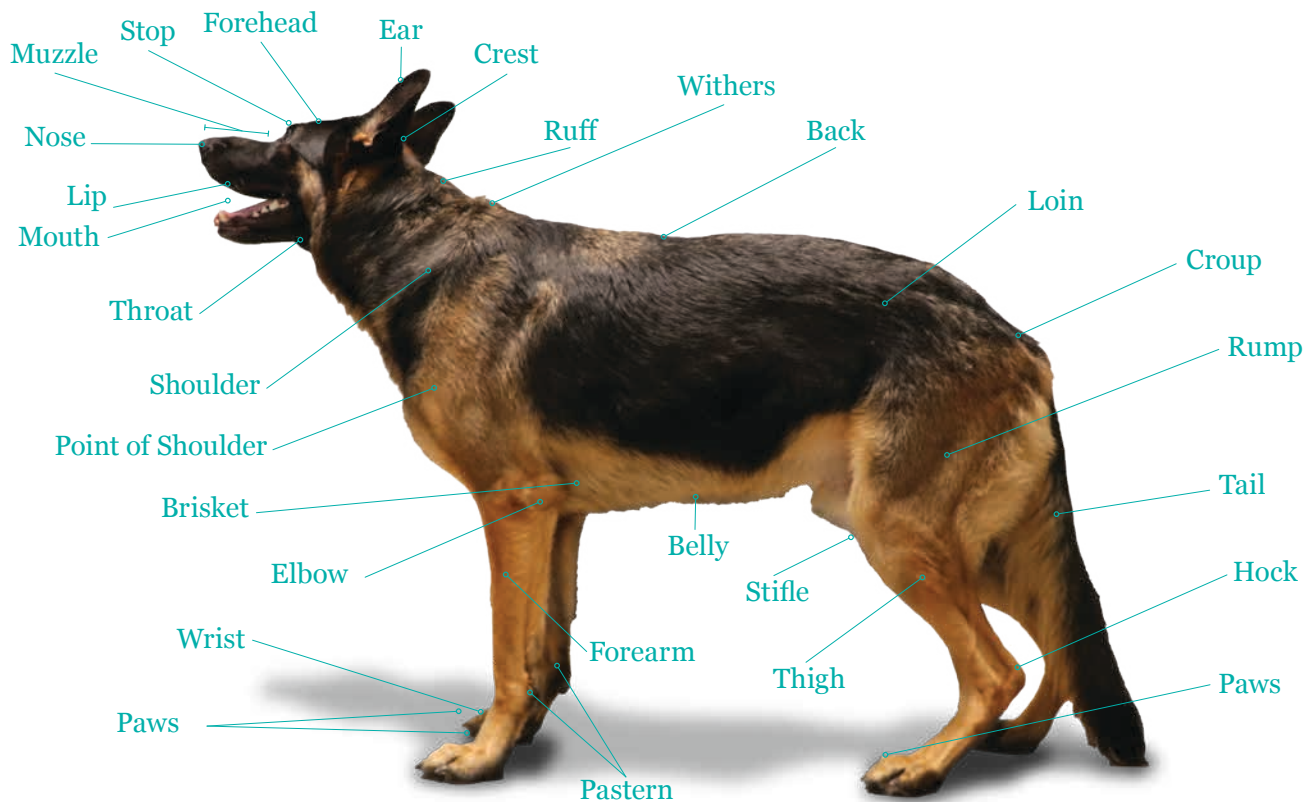
Do they need refills of any medications?

This is also a great time to discuss any reminders, vaccines or other services that are due and discuss wellness plans.

This is a time when owners often ask for medical advice. Remember you are a liaison between the doctor and owner.

Anatomy

Why learn anatomy? Knowing the proper terms and their usage is important for successfully communicating with your veterinarian and medical team. Using the correct anatomical terms will help avoid confusion and is essential for accurate medical records.



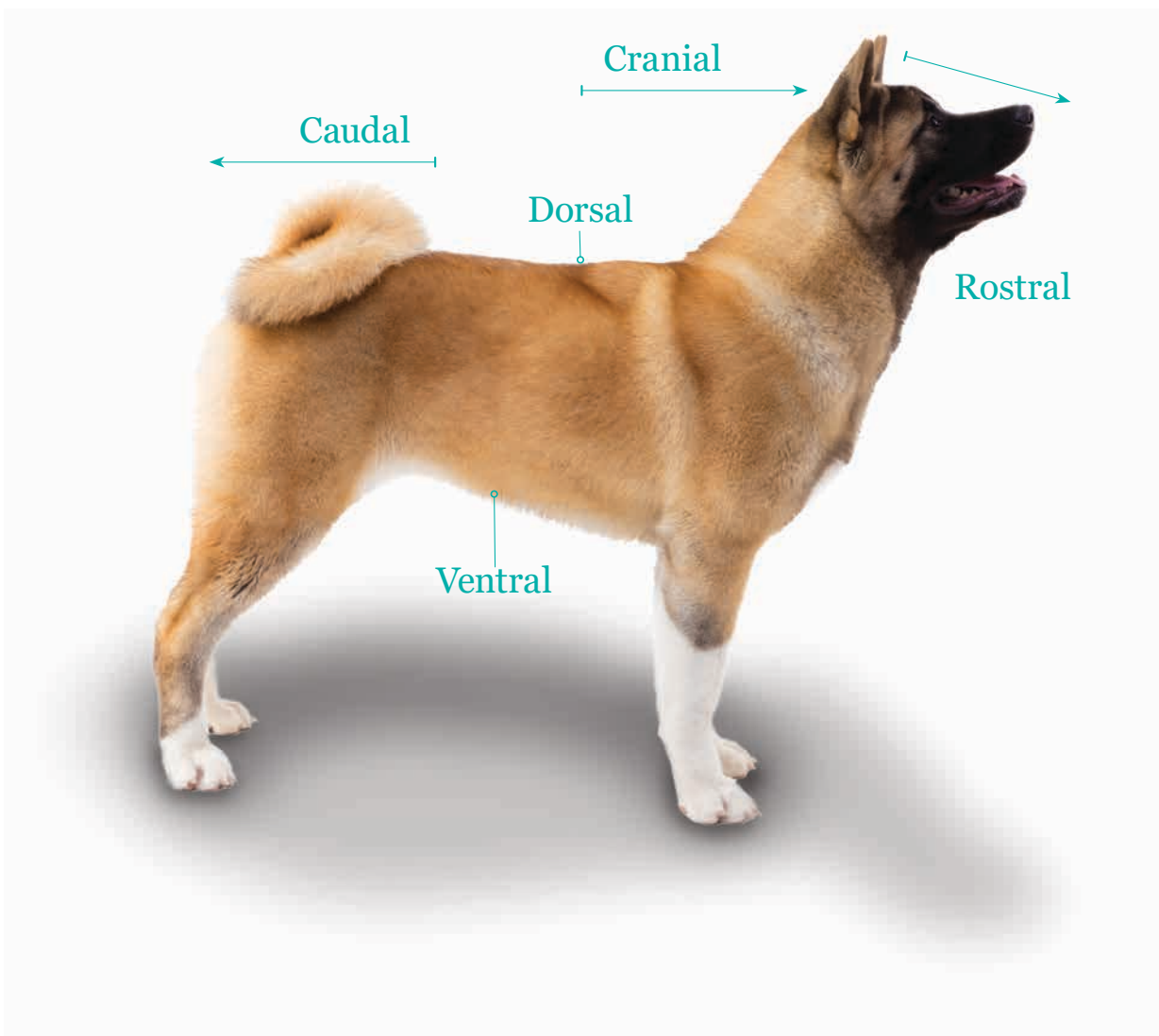
Anatomical Planes

CRANIAL
towards the head

CAUDAL
towards the tail

DORSAL
towards the “back” or “top”

VENTRAL
towards the “belly” or “bottom”



TPR



TEMPERATURE:

Obtained either rectally, or aurally (in the ear)

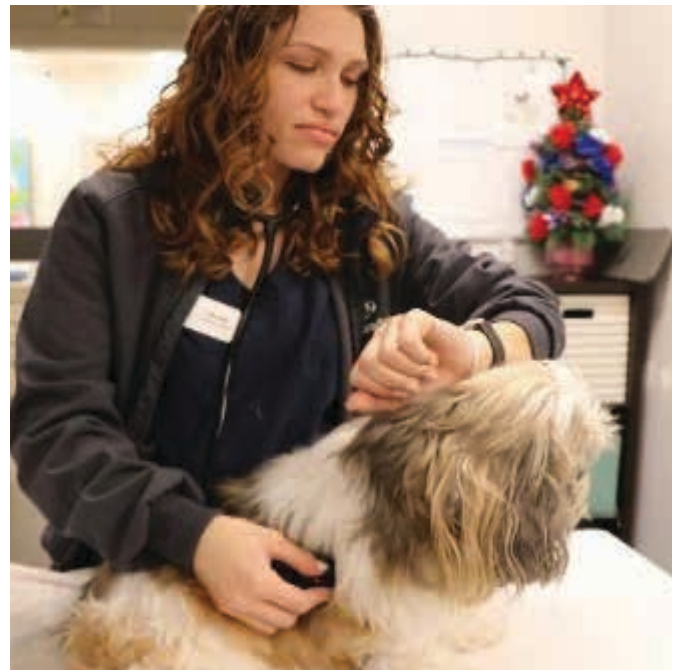
PULSE:

Obtained by placing a finger on the femoral artery, listening with a stethoscope, or placing a hand on the left side of the chest. Count for 15 seconds, then multiply by 4, or you can count for 6 seconds and add a 0 to to obtain the beats per minute.

** Ensure the pet is not panting while you check the heart rate or your count can be inaccurate!*

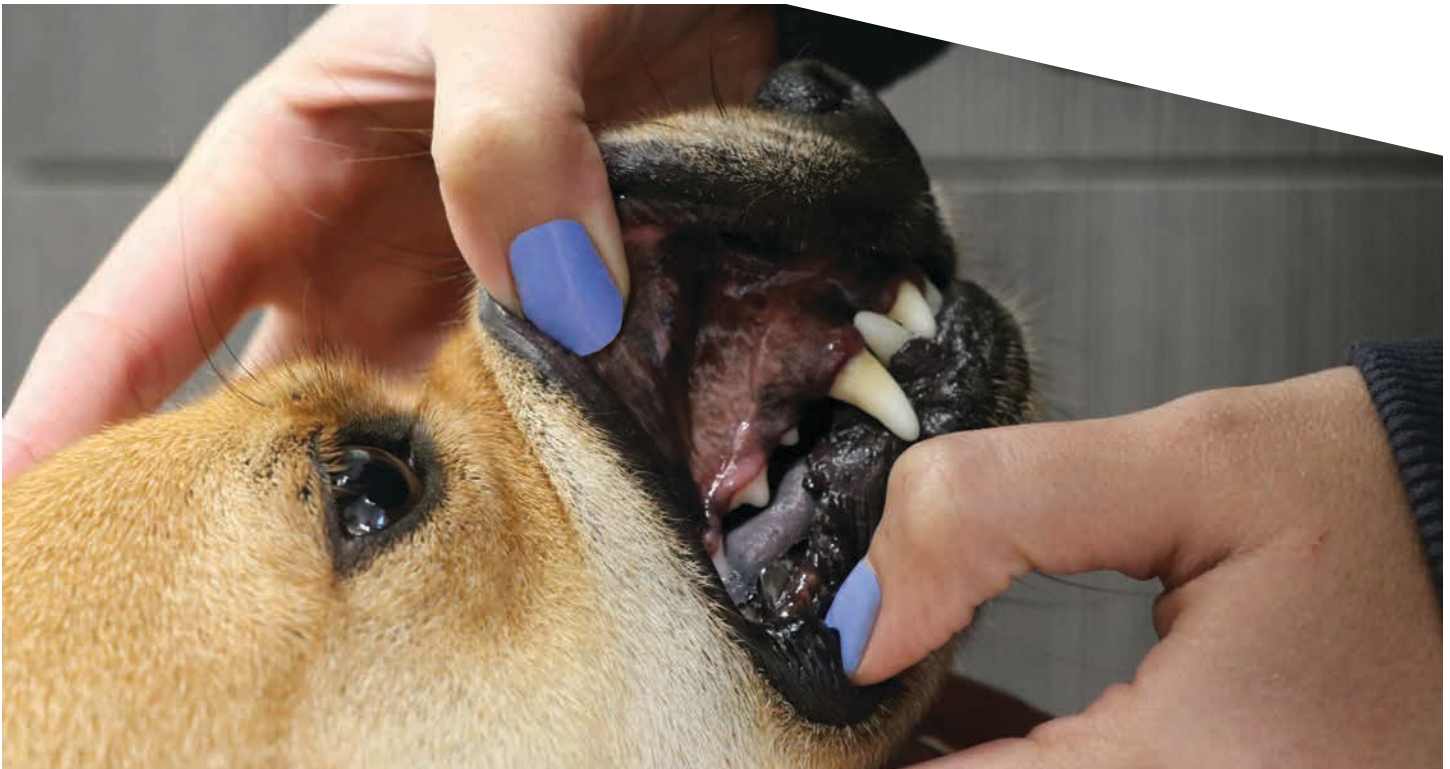
RESPIRATION:

Observe the pet for how many breaths they take over 15 seconds, then multiply by 4 for breaths per minute (or count 6 seconds and add a zero). A hand can be placed on the pet's side if needed. For panting pets, "panting" can typically be recorded as respiration rate.



MUCUS MEMBRANE COLOR:

Note the color of the pet's gums in the chart. The normal color is pink. This helps evaluate the pet's blood supply. Causes of other colors are listed below and include shock, anemia, dehydration, and liver disease, etc.



CRT/CAPILLARY REFILL TIME:

Gently press on the dog’s gums to assess the blood flow. The area you pressed on should turn white for a moment, then return to pink. The normal CRT is refilling in <2 seconds. Record in record as: MM pink <2 secs.

** Inform doctor immediately of purple or white gums.*

Gums: Color Guide



Pink gums
Might mean: Good gum health!



Blue or purple gums
Might mean: Cyanosis



White or pale pink gums
Might mean: Lack of blood supply or bloat.



Black gums
Might mean: Normal pigment, oral cancer, or periodontal disease.



Bright or dark red gums
Might mean: Gingivitis, stomatitis, an infection, or heat stroke.



Yellow and/or brown gums
Might mean: Tartar or jaundice.

After you have taken a thorough history and obtained vital signs, you can inform the owner the veterinarian will review the information, and they will be in shortly to perform the examination.

Vaccine Schedules

At NewDay, we believe in following science-based, best practices for our patients. Vaccines are a critical part to keep our furry friends healthy and happy!

What is a vaccine and why are they so important to our pet's health?

A vaccine is a form of disease antigen that has been altered so the immune system will recognize it as a foreign invader and respond by destroying substances that resemble it in the future. Some vaccinations are made with “killed” viruses; some are genetically altered so they resemble the disease antigen but cannot make the animal ill (“modified live”); and still others are highly weakened, live strains of the disease.

Puppy & Kitten Vaccinations

Vaccination is a crucial component to preventive medicine in dogs and cats. Vaccinations are given to create an immune response against infections before they are exposed to diseases.

Puppies and kittens typically return every 2-4 weeks from the time they are 6 weeks old until they are 16 weeks of age.

Typical Puppy Vaccine Schedule

Age of Puppy	Core Vaccines	Recommended Vaccines
8 Weeks	DAPP Bordetella	
12 Weeks	DAPP Bordetella	Leptospirosis, Lyme, or Influenza
16 Weeks	DAPP Rabies	Leptospirosis, Lyme, or Influenza

Core Vaccines

DAPP, DA2PP, DHPP: The DAPP vaccine includes protection against canine **distemper** virus (indicated by the letter D), two types of **adenoviruses**, **hepatitis** (named A, A2, or H), **parainfluenza** (P), and **parvovirus** (P).

These diseases are all caused by viruses with no cure, so vaccination is how we keep dogs protected.

Distemper virus is a very contagious often fatal disease, caused by a virus that attacks the respiratory, gastrointestinal, and the nervous systems.

There are two type of **adenovirus** - one which causes **hepatitis**, showing as GI symptoms and one which causes canine infectious respiratory disease. Hepatitis can cause damage to the liver and kidneys while canine infectious respiratory disease symptoms include a dry, hacking cough which is sometimes accompanied by a fever, ocular discharge, and nasal discharge.

Parainfluenza is a contagious virus that causes upper respiratory illness, with symptoms like a cough, fever, ocular and nasal discharge.

Parvovirus is an extremely contagious disease with a high mortality rate and is most common in unvaccinated puppies, but adult dogs can contract it as well. Symptoms include vomiting, bloody diarrhea, lethargy, and loss of appetite.

The DAPP vaccination is given at 8, 12, and 16 weeks old. It is boosted one year later and can then be given annually or every 3 years pending DVM discretion and pet lifestyle.

Rabies: Rabies attacks the nervous system and once clinical signs start, it is 100% fatal. The only way to protect a pet is through vaccination. This vaccine is given to both dogs and cats. Rabies is given between 12 weeks and 16 weeks of age. The initial vaccine is only good for one year. A 3-year vaccine is available at DVM discretion and/or state law, after the first one-year vaccine is administered. This vaccine should always be given sq in the right hind hip/leg. **This disease is zoonotic and can be passed to humans, so this vaccine is mandated across the United States.**

Bordetella: Bordetella is a bacterium that lives in the airways and creates respiratory problems in dogs. The Bordetella vaccine is part of the core vaccines at NewDay and can be given when a puppy is 8 weeks old. Bordetella is given either orally, intra-nasal, or by subcutaneous injection. Bordetella is given every 6 months or yearly, at the DVM's discretion. This vaccine should be administered sq in the left hind hip/leg.

Lifestyle Vaccines

Canine Influenza: There are currently 2 strains of **Canine Influenza or CIV** in the United States. The CIV H3N8 and CIV H3N2. CIV is spread through the air, direct contact, and from contaminated surfaces. Dogs at risk for CIV are those that frequent grooming facilities, dog parks, daycares/boarding facilities, live in dense populations like apartments and those that participate in dog shows. CIV is given to dogs 12 weeks or more of age that are considered at risk. CIV is given once at 12 weeks or older and then a booster is needed 3-4 weeks later. It needs to be given yearly after that.

Leptospirosis: Leptospirosis is an infectious disease that causes serious illness in dogs and other animals. Leptospirosis is zoonotic and can be transferred to humans as well. The most common way dogs become infected is through the urine of an infected animal (primarily rodents). They become infected by swimming in or drinking contaminated water or through wet ground. The leptospirosis vaccine is a lifestyle vaccine, so it is often given to at risk pets that live in areas with a rodent population, and those that frequent wet areas such as rivers, lakes, and retention ponds. The leptospirosis vaccine is given to dogs 12 weeks or older that are considered at risk, followed by a booster 3-4 weeks later. It needs to be given yearly after that. Many veterinarians consider this a core vaccine as it is seen in most states and is zoonotic.

Lyme: Lyme Disease is a tick-borne illness and is preventable with the Lyme vaccine. Dogs at risk of contracting Lyme may go hiking or camping and frequent wooded areas. These pets should be on a quality tick preventative as well. Lyme is given once at 12 weeks or older and then a booster is needed 3-4 weeks later. It needs to be given yearly after that.

Typical Kitten Vaccine Schedule

Age of Kitten	Core Vaccines	Recommended Vaccines
8 Weeks	FVRCP	
12 Weeks	FVRCP	FeLV (Leukemia) based on lifestyle
16 Weeks	Rabies, FVRCP	FeLV

FVRCP: The “VR” refers to feline **Viral Rhinotracheitis** or feline Herpes Virus. This virus can cause severe upper respiratory tract disease and oral ulcers. Like people with cold sores, these can lay dormant and “flare up” under times of stress when the pet’s immune system is lowered.

The “C” in FVRCP stands for **Calicivirus**. Feline calicivirus typically causes upper respiratory tract disease and oral ulcers. It can also cause chronic stomatitis.

The “P” is **Panleukopenia**, which is highly contagious and has a high mortality rate. It causes anorexia, vomiting, fever and severe diarrhea.

Generally, kittens receive 3 FVRCP vaccines by 16 weeks of age. The final vaccine is good for 1 year with the vaccine given yearly or every 3 years going forward. The decision to give 1 year or 3-year vaccines is at the discretion of the DVM.

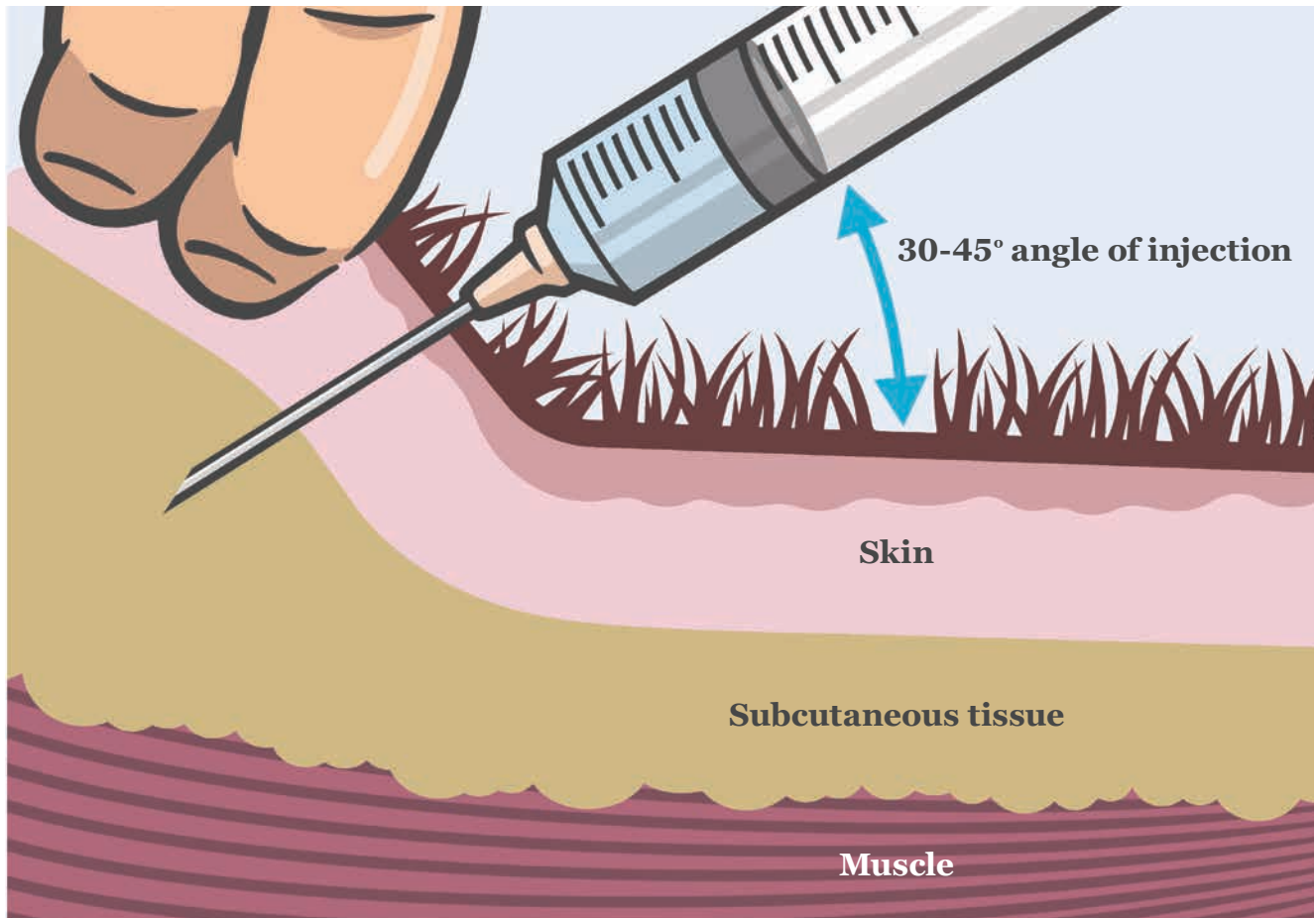
Leukemia: Feline Leukemia Virus or FeLV is a virus that infects domestic cats. Cats in shelters and/or those that are outdoors are at higher risk. FeLV can cause severe immunosuppression and anemia. The FeLV vaccine is a lifestyle vaccine, and a negative combo test (FELV/FIV test), should be performed before the pet is vaccinated for it. The FeLV vaccine is initially given at 10-12 weeks or older, and then a booster is needed 3-4 weeks later. It needs to be given yearly after that. The FELV vaccine is generally administered in the left rear leg.

Remember: These guidelines are provided by AAHA (American Animal Hospital Association). Vaccine schedules and protocols are at the DVM’s discretion and could change from the provided guidelines based on DVM preference.

All feline vaccines should be given as distal on the leg as possible.

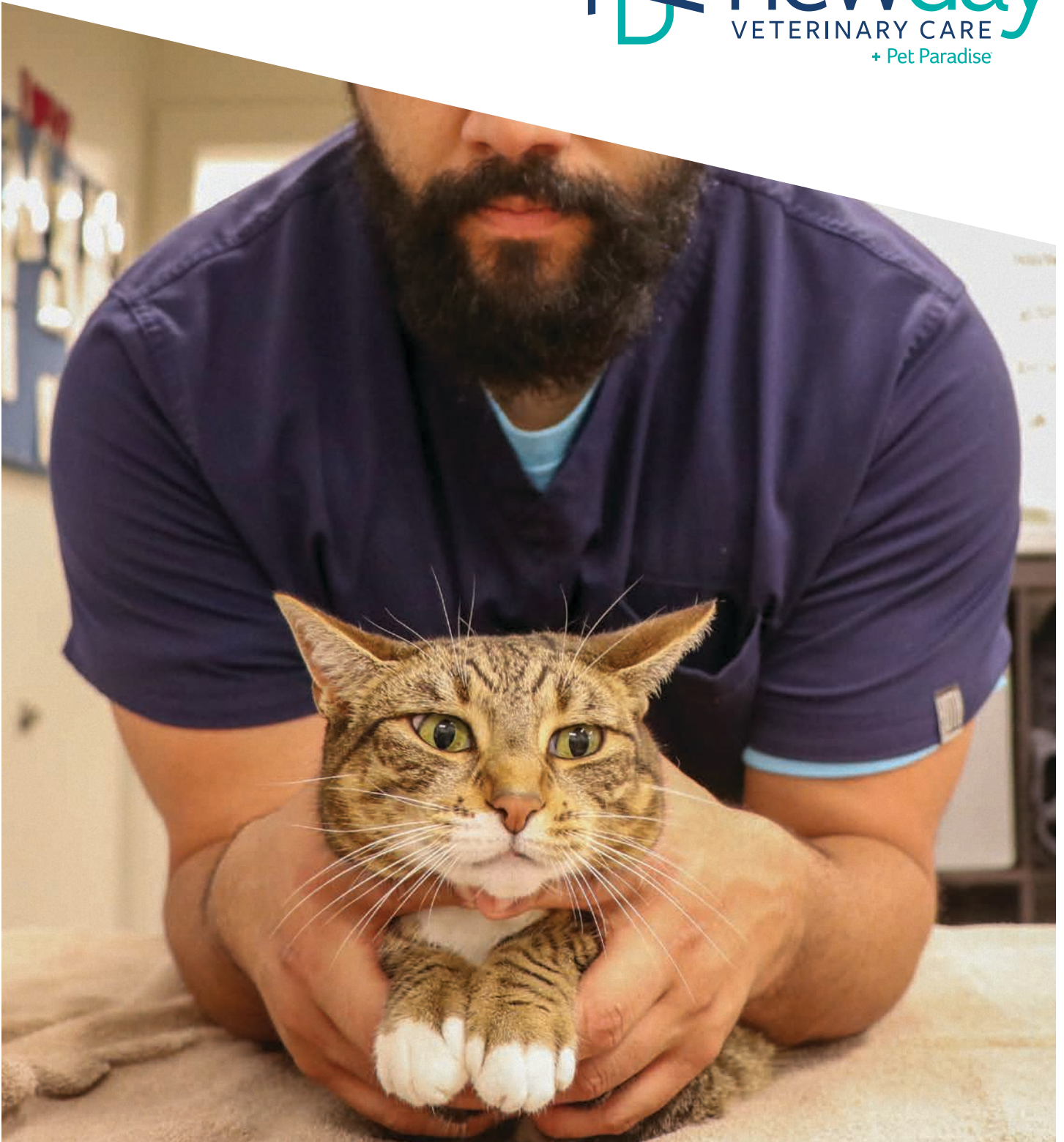
How are Vaccines Administered?

Vaccines are administered in the subcutaneous tissue (sub = under; cutaneous = skin), which is considerably looser in the dog than in the human.



How to give a **subcutaneous injection**:

- Pinch some loose skin from the area you will be administering your vaccine between your thumb and forefinger. This is typically done in the shoulder or hind areas.
- Hold the syringe firmly in your dominant hand. Be sure not to place your hand or finger over the plunger of the needle in case your dog suddenly moves and pushes your hand, resulting in the contents being wasted or injected accidentally.
- Insert the needle swiftly into the fold of skin, with the needle angled downwards at a thirty- to forty-five-degree angle. Pull back on plunger slightly to be sure the needle isn't in a blood vessel. If no blood is noted in syringe then proceed.
- Administer the contents of the syringe quickly and withdraw the needle.
- Gently massage the area.



CHAPTER 3

Health Write-Ups

A health write-up occurs when a resort employee notices something abnormal about a boarding or day care pet. It is written up and brought to the veterinary staff's attention.

Veterinary Services Health Write Up					
Pets Name				MOD	
Room #		Arrival Date		Time	
Onset Date:		Departure Date		Team Assoc.	
Resort Description				Sample Collected?	Y N
				Photos?	Y N
				Previous HWU?	Y N
				Previous HWU?	Y N
		Date(s) of Prev. HWU			
Vet Services Evaluation:					
Treatment Approved:	Approved		Declined	Awaiting Client Response	
Current Medications:	Y N	See Gingr	Dispensed Meds	See Gingr	Y N
Notified Owner:	Y N	LMOM TTO	Contacted Via	Phone	Email
Gingr Updated	Charges		Medications	Icons w/Dates	
Technician on Duty:			Doctor on Duty:		
Resort Contact Parent	Y N				

From Resort – NewDay Veterinary Care Alignment Guide

Health Write-Ups

It is the NewDay Veterinary Care team's responsibility to make initial contact with an owner when a Health Write-Up occurs. A Veterinary Technician/Assistant will obtain a paper copy of the Health Write-Up initialed by a MOD, perform a complimentary tech exam and contact the owner concerning next steps (i.e. if a DVM exam is necessary).

There are two instances when the resort will call first:

- If there is a dog fight.
- If NewDay Veterinary Care is unable to call within a reasonable timeframe due to their daily appointment schedule **or on a dark day.**

The resort will then make a courtesy call; however NewDay Veterinary Care team will perform the Health Write-Up within two hours.

NewDay Veterinary Care will enter relevant information into Gingr under the pet's notes. Once the Health Write-Up is completed by NewDay Veterinary Care, the Health Write-Up will be returned to a Resort MOD to be properly noted and added to the pet's room door.

Prescription Labels

When dispensing medication to a patient, the label must reflect the doctor's exact instructions. The doctor may have written the prescription in the record using abbreviations however, the directions must be typed out on the label.

The label must include:

- The route of administration (oral, topical, in the ear, etc.)
- Client and Patient name (canine or feline)
- The date the prescription was filled
- Name of medication, strength of medication and number dispensed (Ex. Amoxicillin 100mg #20)
- Expiration Date
- How much to give (one tablet, one cc, ½ tablet, etc.)
- The frequency (every 8 hours, once a day, etc.)

Some medications have special instructions, such as **with food, before food, keep refrigerated, or more** – so make sure to check if any of these apply to your label!

See the below examples to get familiar with how directions are commonly typed up:

- Give 1 tablet by mouth twice a day with food.
- Give ½ tablet by mouth once daily until gone.
- Give 0.5 cc by mouth every 8 hours with food. Keep refrigerated.
- Instill 8 drops into the right ear twice daily for 7 days.
- Apply a thin layer topically to affected area twice daily.

How to Perform a Nail Trim

- Nail trims are a commonly performed service in all veterinary clinics.
- Depending on the dog's activity level and size, most pets need their nails clipped every 4-12 weeks.
- This service can be offered at every vet visit for the pet's comfort and safety.

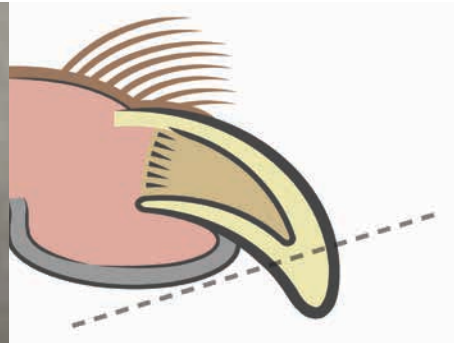
Why Nail Trims are Necessary

- Overgrowth of the nails can cause them to break off, leaving the area bleeding and painful.
- Long nails can create difficulty walking or grow into the dog's paw pads which can lead to infection.

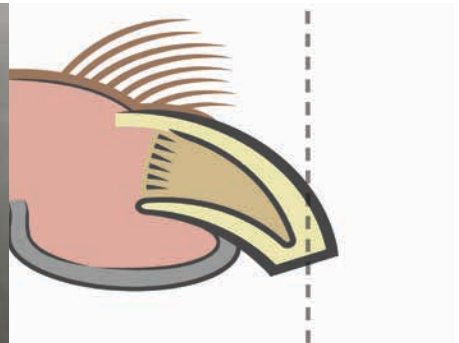
Dogs and cat's nails have a blood vessel and nerve, which is referred to as the quick. Cutting the quick will bleed and can be painful. On white nails, the quick is easy to see, black nails will take some experience and practice, as the quick cannot be easily visualized.

To estimate the location of the quick, hold the dog's toe securely in your hand, and cut the nail just before the quick as shown to the right.

On black nails, check the underside of the nail to see the quick. You will also see a white chalky area and/or a dot in the center of the nail just before the quick, this is when you should stop cutting.



45° Cut
removes tip of nail. Minimize nail impact on the floor.



Grind Cut
slivers off the top of the nail. It helps the quick recede.





CHAPTER 4



chapter 4

Diagnostics

Fecal Floats, Ear Cytology & Radiology

Fecal Parasite Screening: Why is it important?

Parasites can cause serious illness (weight loss/vomiting/diarrhea), anemia, and even death in pets. Some parasites are zoonotic (roundworms & hookworms), which means they can infect humans.

Fecal flotations are important to determine what parasites are present and what treatment needs to be given.

No single medication is effective against all possible parasites, so flotation is very important!

Supplies needed to obtain and run a fecal float:

Fecal loop:



Lubricant:



Slides:



Cover Slip:



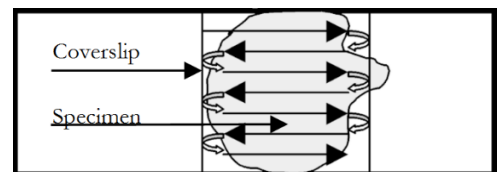
Centrifuge Tube **OR** Float Cup



How to Run an In-House Fecal Float

Fecal samples can be run in **fecal float cups**, or through the centrifugation method in which the sample is first spun in the **centrifuge**:

- Place a small amount of the obtained sample into the fecal centrifuge tube
- Add fecal float solution 1/2 way up the tube & mix the sample in thoroughly
 - **Fecasol or other fecal float solutions allow the eggs to float to the top**
- Place fecal tube in the centrifuge
 - Set SPEED on Fecal setting: ***NO HIGHER than 1.5 or 1300rpm***
 - Set TIMER for 5 minutes
- Once the centrifuge has finished, remove the sample from the centrifuge
- Add more Fecasol to the fecal tube ALL the way to the top
- Place coverslip on top — making sure the Fecasol solution is touching the coverslip
- Set another timer for 10 minutes
- Once timer is finished, place the coverslip on a slide, then place on the microscope to read on low power (10x)
- Focus on 10x on one corner of the cover slip. “Zig Zag” back and forth covering the entire surface of the coverslip
- Have an experienced VA or VT demonstrate how to focus the microscope and how to look at the slide
 - **Refer to in house fecal reference chart for examples of ova**
- Alert the veterinarian whether the fecal was NPS (no parasites seen) or which egg type was identified for proper treatment
- Add findings into that patient’s record
- Alert the owner if the test is NPS. If it is positive the doctor will typically alert the owner and go over what Treatment is needed
- Add the test and any treatments to the invoice



Parasites & Deworming

Parasites are commonly seen in veterinary medicine. Monthly prevention, as discussed earlier, is the easiest method of dealing with many of these nuisances. Unfortunately, these parasites are still commonly seen by pet parents that do not give a monthly prevention, and preventatives do not cover all of the below parasites. In this section we will discuss the most commonly seen parasites, and their deworming protocols.

Internal

Heartworm

- Large worms that live in the chambers of the dog's heart
- Transmitted by mosquitoes
- Often fatal if left untreated in dogs
- Heartworm testing is required every 12 months for prescription refill of heartworm prevention.

Intestinal parasites include worms (roundworms, hookworms, tapeworms, whipworms), and single-cell parasites like coccidia and giardia.

Intestinal parasites can cause:

- Diarrhea
- Lack of appetite
- Bloated appearance
- Anemia and death in very severe cases

These parasites are commonly spread by fecal-oral transmission while dogs are sniffing in the grass or in close contact.

When we examine a fecal sample, we are looking for eggs of these internal parasites.

Link to Companion Animal Parasite Council:

<https://capcvet.org/guidelines>

Link to American Heartworm Society:

<https://www.heartwormsociety.org/veterinary-resources>

External

External parasites include fleas, ticks, and mites (those than can cause mange). Less commonly seen are lice and scabies. These parasites can infect the owner's home, other pets, and sometimes even humans!

Deworming

Puppies, kittens, and adult cats and dogs are routinely dewormed for internal parasites. Fecal testing is recommended every 6-12 months. If parasites are identified or suspected, the following treatments are often used to rid the pet of the infestation:

- **Fenbendazole** (Panacur) is a commonly used dewormer that comes in a white liquid or powder which can be given by mouth or sprinkled over food. Given once daily for a course of 3-5 days, this will kill hookworms, roundworms, and whipworms.
- **Pyrantel Pamoate** (Strongid, Nemex), similar to Panacur, is used for hookworms and roundworms.
- **Ponazuril** is indicated for the treatment of protozoal and coccidia infections.
- **Metronidazole** (Flagyl) is an antibacterial (antibiotic) and antiprotozoal drug that can be used for giardia.

Other medications such as Drontal Plus tablets are a mixture of several of the above active ingredients and can be used to effectively target multiple parasites. Check with your veterinarian or manager as to which dewormers your clinic carries.



Ear Cytology

An ear cytology should be run when the patient is showing signs of an ear infection. Some symptoms may include:

- Shaking head or scratching at ears
- Ear debris or discharge present
- Red, inflamed, or swollen ears
- Odor from ears

Why we should run an Ear Cytology:

When ear infections are left untreated damage or rupture of the ear drum can occur. This can lead to internal ear infections and possible permanent hearing loss. In severe cases, keratoconjunctivitis (dry-eye), Horner’s Syndrome (drooping of the upper eye lid, elevation of the third eyelid, and constriction of the pupil) can occur. Vestibular disease can occur when severe ear infections are left untreated and progress to otitis interna. These symptoms manifest as a head tilt, loss of balance, nausea, and uncontrollable shifting eye movements known as “nystagmus”.

Supplies needed to obtain and run a sample:

Cotton-tipped Applicators:



Slides:



Flame:



Clothes Pins:



Stains:



Immersion Oil:



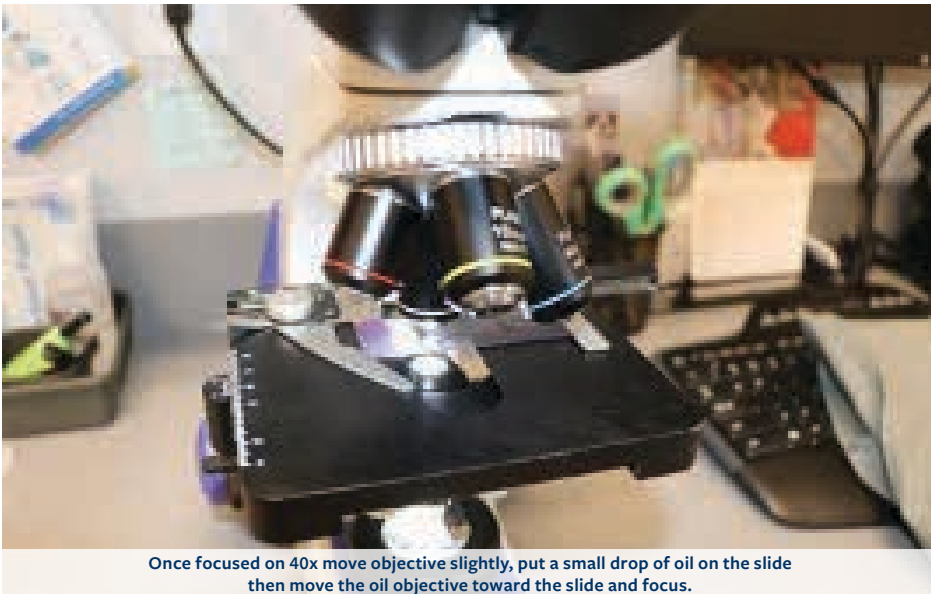




Place slide on stage, focus on 10x first.



Once focused on 10x, focus on 40x



Once focused on 40x move objective slightly, put a small drop of oil on the slide then move the oil objective toward the slide and focus.

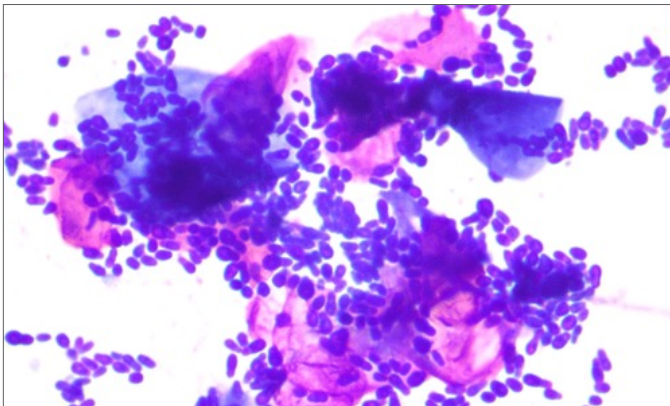


Once read, remove slide and clean objective and stage thoroughly.



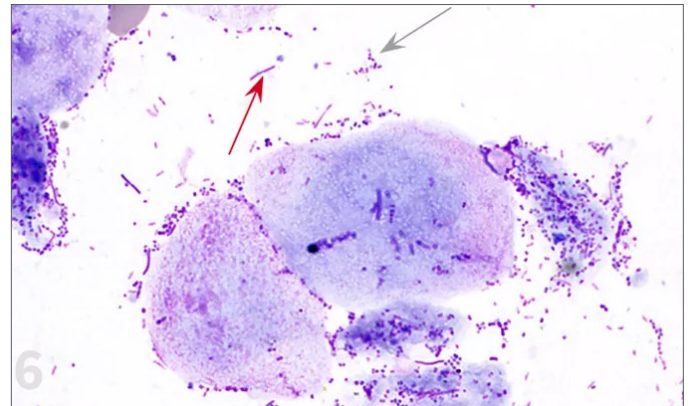
How to Run an Ear Cytology

- Obtain samples from both ears using a cotton-tipped applicators.
- Distinguish which sample came from the left and right ears:
 - The left sample should be rolled with gentle pressure in an “L” shape on the left side of the slide. The right sample should be rolled onto the right side of the slide. It is important to roll with gentle pressure and not smear or use excessive pressure as this may disrupt the sample.
- Use a lighter to quickly run a flame under the slide to help adhere the samples to the slide (no more than 3 seconds).
- WEAR GLOVES and use a CLOTHES PIN to dip the slide into the stains.
 - Blue → Red → Purple
 - Dip 6-10 times (10-15 seconds in each solution)
 - Rinse slide with light water pressure in the sink then allow to air dry
- Have an experienced Vet Assistant/Technician look at the slide and point out any findings (cocci, yeast, etc.) that are seen under the microscope.
- Advise the doctor of the findings and add the results to the patient’s record.
- Do not forget to add the test and any treatments to the invoice!



Yeast-malassezia

footprint, peanut or snowman-shaped



Bacteria

*red arrow = rod bacteria
sausage-shaped; may link together in chains*

*gray arrow = cocci
purple dots of varying sizes; may group together in clumps*

How to Perform Ear Cleaning

Dogs (and cats) should have their ears cleaned routinely to prevent infections.

To Clean

1. Hold the ear straight up, so you can visualize the opening of the ear canal.
2. Some breeds like poodles will may need to have the hair in the ear canal plucked before cleaning, or the inner ear shaved of hair.
3. Direct the nozzle of the ear cleaner into the ear canal and squeeze gently until the solution pools in the ear canal.
4. Gently massage the base of the ear to loosen up any debris.
5. Allow the patient to shake their head to help loosen and remove the debris from deep within the canal.
6. Use cotton or soft gauze to wipe away any debris loosened from the ear canal.
 - Have the veterinarian or experienced Tech/Assistant show you how to use a cotton-tipped applicator to gently get debris from the sides of the ear canal.
7. The flushing process can be repeated several times for very dirty ears.
 - Remember to dry the patient as best as you can and brush their hair out around their head if they have long hair before returning them to the owner!
 - We recommend owners use approved ear cleaner only at home, as using water or homemade solutions can cause ear irritation or make infections worse.

Note: It is also important to remove hair from the ear canal if necessary. This procedure not included with an ear cleaning and is charged separately, if performed.



STEP 01



STEP 02



STEP 03



STEP 04



STEP 04 & 05



STEP 06

Radiographs

An important diagnostic tool, **radiographs** help diagnose:

- Broken bones

They are also used to image the chest and abdomen for findings like:

- Foreign body ingestion and/or obstruction
- Cancer
- Urinary issues, example: bladder stones
- Bloat
- And many other illnesses

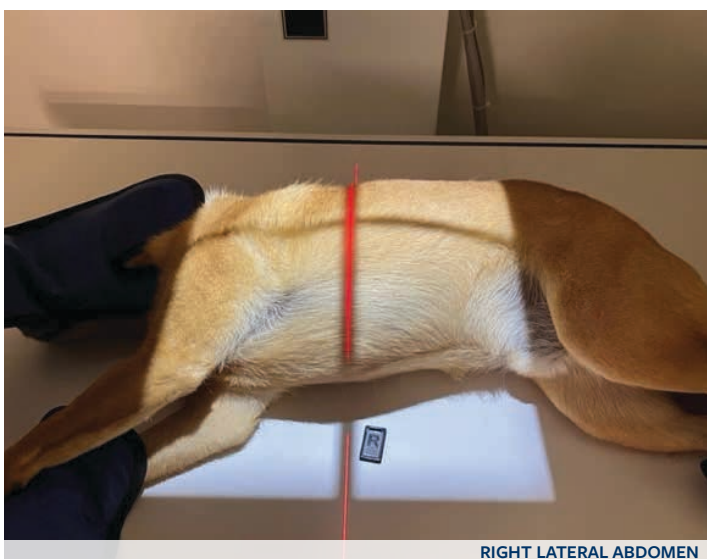
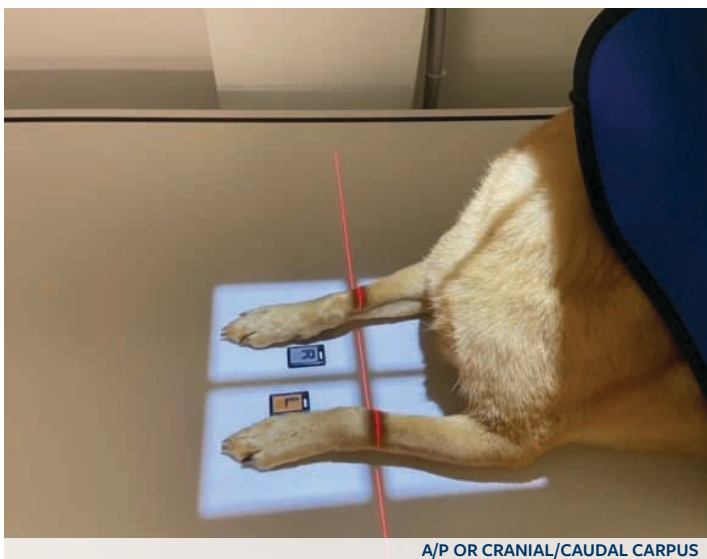
Your veterinary manager will review your state's safety and best practices. However, there are general guidelines to follow when taking radiographs to ensure your safety.

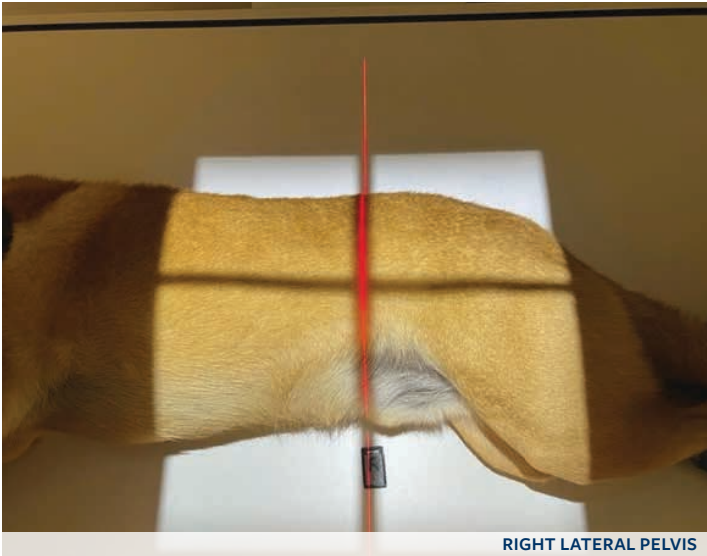
- Always wear your dosimeter badge! Ensure it is clipped on your thyroid guard for accurate readings. The badge is sent quarterly for a report on your individual radiation exposure.
- Always wear lead shielding including gloves, gown, and thyroid guard. Your manager will demonstrate the proper fit for these items.
- Stand as far away from the beam as possible. This can include leaning away when restraining a pet, or using sedation so you do not need to physically hold the pet. Never have any part of your body in the primary beam!
- Position the pet properly for each radiographs to avoid re-takes and extra, unnecessary exposure
- Ensure Left or Right marker is positioned in the beam before taking image
- Take abdominal x-rays on expiration. Take thoracic x-rays on inspiration.

The digital x-rays used by NewDay are less radiation exposure than the older, film-based machines. Taking x-rays is very safe and monitored closely to ensure compliance. This important diagnostic tool gives us a look directly into our patient's body.

When taking x-rays, 2-3 "views" of each area are taken. For example, if imaging a dog's chest, two images will be taken with the pet in lateral recumbency (flat on their side) from both the right and left, and one with the pet on their back as seen below. An abdominal series typically consists of 2 views, one from the side and one with the pet on their back.

Radiograph Positioning





RIGHT LATERAL PELVIS



V/D ABDOMEN



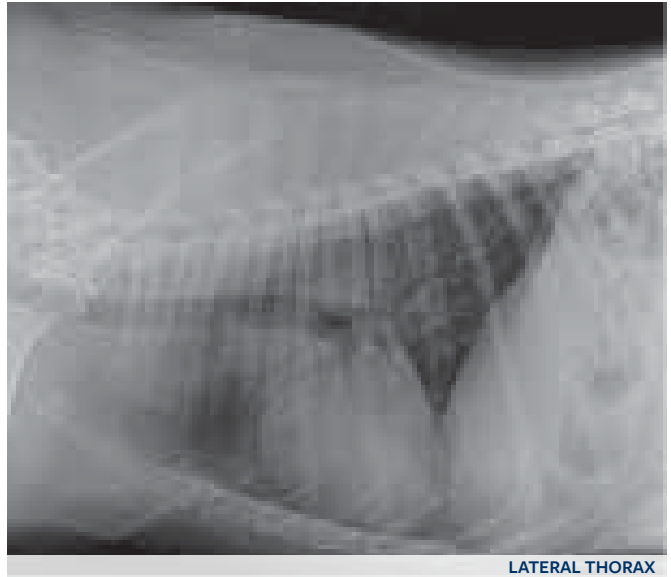
D/V THORAX



V/D PELVIS



V/D THORAX



LATERAL THORAX



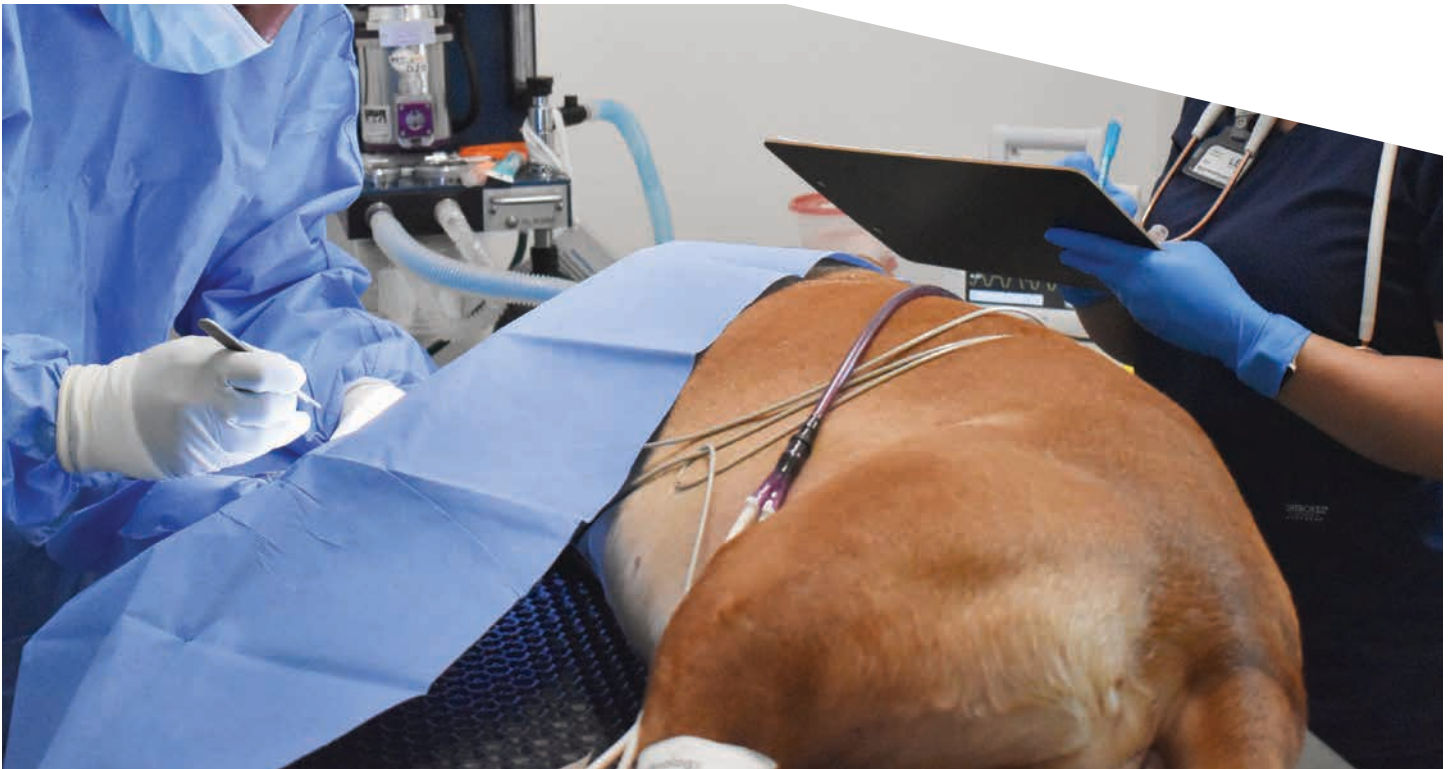
V/D ABDOMEN



RIGHT LATERAL ABDOMEN



CHAPTER 5



chapter 5

Surgery Introduction

Equipment & Supplies

Operating Room Setup

Setting up the operating room is crucial to the efficiency and completion of the procedure as well as the safety of the pet. Depending on what procedure is being performed, different equipment will be needed. You will always need the operating table, anesthesia monitoring system, breathing system, anesthesia machine, emergency drugs, sterile instruments needed for the procedure and products needed for the correct level of sterilization.

It is very important to remember that the surgical suite is an aseptic area. As such, only “clean” procedures should be performed and appropriate PPE (personal protective equipment) is required to enter. The door should remain shut at all times unless actively entering or exiting the suite to prevent contamination.

Types of Operating Tables

The V top table is typically used to perform most surgical procedures such as ovariohysterectomies, castrations, and mass removals. The table needs to be adjusted to the size of the pet and positioned for the stability.

The wet table can be used to perform procedures such as dental cleaning, and other minor surgical procedures such as biopsies. This table allows water to drain and is very useful for any procedure involving usage of water.

Anesthetic Monitoring

Throughout the entire procedure, the pet's ECG, respiratory rate, blood oxygen levels, blood pressure, temperature, capillary refill time, mucous membrane color and IV fluid rate will be monitored. It is the technician/assistant's job to ensure that all values are in a normal range. If any of the values become abnormal, notify the doctor immediately. Before the procedure begins, the leads and monitoring equipment will be hooked up to the pet and plugged into the monitoring system in an organized manner. The patient's information such as name, breed, age, weight and sex should also be input into the system to ensure records are kept correctly.

Anesthesia Machine

Endotracheal tubes are used to connect the pet's airway to the breathing system. The tube will need to be sized and measured to ensure it sits in the correct place during the procedure.

A black or green rubber **reservoir bag** will also need to be placed on the breathing circuit and should be the correct size for the pet based on the pet's weight.

Oxygen tanks should be checked prior to the procedure. Tank should be changed if less than 500psi of O₂. The breathing system should also be leak tested before each procedure to ensure no anesthetic leaks into the environment and the pet remains properly sedated.

Soda Lime (brand names: Sodasorb; SodaSthesia) is used to filter out carbon dioxide. A log of the duration of each procedure should be kept and is used to determine when the soda lime will need to be replaced. Some brands contain granules that turn purple as they become exhausted, showing it is time to change them. This needs to be checked before the procedure and replaced as needed.



fig. 01
V Top Table



fig. 02
Wet Table



F-Air Canister



Reservoir Bags



Oxygen Tank



Endotracheal Tubes



Soda Lime

F-Air canisters are a type of scavenger system which filters out the anesthetic and keeps it from entering the operating room environment. F-air canisters increase in weight with each use and need to be replaced after a 50-gram increase. The F-Air can should be weighed and replaced as needed before each procedure.

Emergency Drugs

These drugs are generally kept in the crash cart. The crash cart should be readily available in case of an anesthetic emergency.

Atropine: Parasympatholytic - Prevents heart rate from slowing during anesthesia (most often given if pet's blood pressure or heartrate is low during surgery)

Epinephrine: For treatment of anaphylactic shock (most often used in resuscitation, and can be used to increase heartrate or stop bleeding)

Naloxone: Opioid antagonist (reverses effects of opioids)

Dopamine: Increases blood pressure and heart rate

Doxapram (Dopram): Respiratory Stimulant (most often used in case of decreased respirations)

Lidocaine: Local anesthetic, also used for treatment of cardiac arrhythmia and abnormal heart rhythms

Surgical Supplies for Specific Procedures

Spays/Neuters: These procedures are sterile and require a surgical scrub, a sterile pack of instruments, a sterile gown, gloves, cap, mask, booties, suture and blade that need to be prepared for the doctor prior to the operation. Staff in the surgical suite assisting or monitoring anesthesia should wear appropriate PPE (personal protective equipment) including a cap, mask, and booties at all times.

Dental Prophylaxis: Your technician or doctor will need a set of gloves, mask, cap, a dedicated jacket or gown to cover their scrubs, and appropriate eye protection. Any personnel directly assisting with a dental should also wear appropriate PPE to minimize bacterial contamination and spread through the hospital (cap, mask, clothing cover). The instruments used in the dental should be sterilized prior to the procedure.

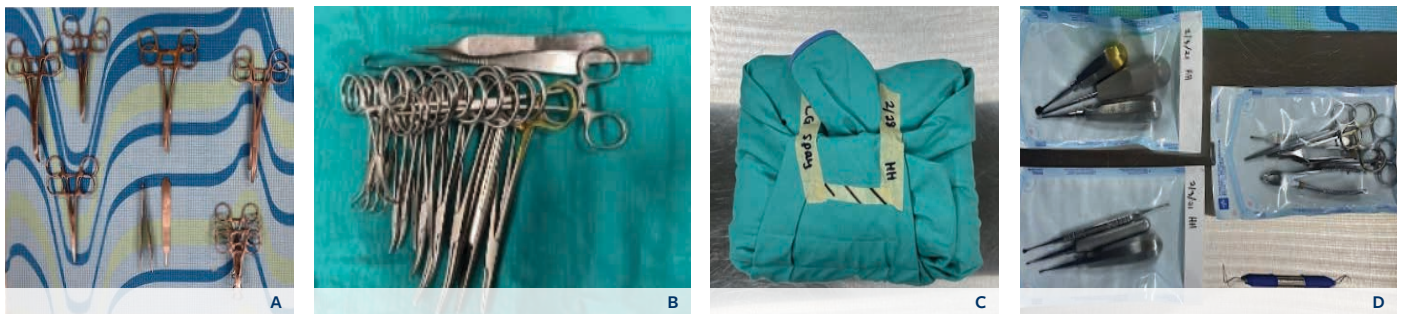
Mass Removals: Mass removals are a sterile surgery that will require scrub, a sterile pack of instruments, a sterile gown, gloves, cap, mask, booties, suture and blade. Staff in the surgical suite assisting or monitoring anesthesia should wear appropriate PPE (personal protective equipment) including a cap, mask, and booties at all times. If the owner would like a histopathology submitted, a sample cup needs to be labeled so it can be sent to the laboratory.

There is no time to waste when a pet is anesthetized, so all setup must be completed prior to induction.

Sterilizing Surgical Instruments and Wrapping Packs

In most veterinary practices, an autoclave is used for steam sterilization. Each instrument needs to be thoroughly cleaned by hand washing then placing in an ultrasonic soniclean bath. The instruments then need to be lubricated (in instrument milk) and packaged prior to sterilization.

Spay/Neuter Packs: Always consult with your doctor on the contents of each pack, but they should all include the necessary instruments, radiopaque gauze, towels or drape, and an “OK strip” placed in the thickest part of the pack (sterilization indicator) (AAHA standard). The instruments should be organized as shown in picture B. Then the gauze and OK strip will be added and then the pack will be tightly wrapped and labeled as shown in picture C. Using indicator tape to seal the pack, the label should include the initials of who wrapped the pack, the date wrapped and the type of pack.



The pouches in picture D are indicated for a dental cleaning with extractions. The instruments are thoroughly cleaned and then organized into pouches. These specific pouches have sterilization indicators on the front and back of the pouch. If these were not available, a sterilization strip should be inserted into the pouch prior to sterilization. Each pouch is labeled with the date and initials of who packed it.


These pouches can also be used to sterilize individual instruments, special instruments, gauze, and other items that are not easily wrapped or do not need to be wrapped in a typical pack.

Surgical Record Keeping

Checking in Surgical Patients

Pre-Anesthesia Nursing: Prior to each procedure, the pet's vitals, weight and general wellbeing need to be gathered and recorded. Upon check-in, the owner should be asked a series of questions including:

- How is the pet doing today?
- Any coughing, sneezing, vomiting or diarrhea in the past 48 hours?
- Is your pet currently on any medications? If so, when were they last given and the dosage?
- When did your pet last eat? *Pets should be fasted the day of surgery
- What is the best phone number to reach you today and when are you available to pick-up?



Surgical Consent Form

Today's Date: _____

Pet's Name: _____ Owner's Name: _____

Best Phone Number to Reach You Today: (____) _____

In an emergency situation, our best effort will be made to contact you as soon as possible.

Consent for Surgery and Resuscitation

Please read and check the box(es) that apply.

I am the owner/agent of the above-named pet and have the authority to execute this consent. I hereby consent and authorize the performance of the following procedure(s):

Dental Spay Neuter

Please read and initial beside one choice below.

I also authorize the use of appropriate sedatives, anesthetics, medications, and/or treatments the doctor deems advisable or necessary for the health, safety, and well-being of my pet while they are under the care and supervision of NewDay Veterinary Care.

I certify that I understand there are risks and potential complications associated with all anesthetics and surgical procedures and that results cannot be guaranteed. All necessary precautions will be taken to ensure the safety of my pet while under anesthesia, however, I am aware all surgical and medical procedures carry an inherent risk. Therefore, a decision needs to be made regarding a resuscitation order. I understand my options should my pet's welfare become life-threatening and choose one of the following:

_____ Please **initiate resuscitation** for my pet (CPR) **Additional charges may be incurred.**

_____ Please **DO NOT resuscitate** my pet (DNR)

Acknowledgment

This information applies to all pets receiving anesthesia or sedation. Please read and initial each.

_____ **Pre-anesthetic Bloodwork.** This is required for every pet receiving general anesthesia or sedation to help avoid complications. Although we perform thorough physical exams prior, some conditions are only detectable through blood testing. If your pet's values are abnormal, your veterinary team will contact you for permission to perform additional diagnostics. In some instances, the procedure may be postponed ensuring your pet is stable and safe enough for the procedure.

_____ **IV Catheter and Fluids.** An intravenous catheter is placed on every pet undergoing anesthesia to allow for immediate IV access for medications and help maintain blood pressure. Please note that your pet's leg will be shaved to accommodate an IV catheter. **Cost is included in procedure.**

_____ **Pain Management.** Medication(s) for pain management will be dispensed as needed for each case. **If administered, additional charges will apply.**

Form continues on reverse ▶

Vaccinations & Care

Please check any vaccines and/or care offerings your pet needs today.

CANINE VACCINES		FELINE VACCINES	
<input type="checkbox"/> Rabies Vaccine	\$26	<input type="checkbox"/> Rabies Vaccine	\$26
<input type="checkbox"/> DAPP Vaccine	\$36	<input type="checkbox"/> FVCRP Vaccine	\$34
<input type="checkbox"/> Bordetella Vaccine	\$28	<input type="checkbox"/> FeLV Vaccine	\$38
<input type="checkbox"/> Leptospirosis Vaccine	\$22	<input type="checkbox"/> Feline Rabies Vaccine	\$38
<input type="checkbox"/> Lyme Vaccine	\$40	<input type="checkbox"/> FeIV / FIV Vaccine	\$46
<input type="checkbox"/> Canine Influenza Vaccine	\$42		

TESTS AND CARE OFFERINGS		TESTS AND CARE OFFERINGS	
<input type="checkbox"/> Intestinal Parasite Screening	\$38	<input type="checkbox"/> Pedicure	\$16
<input type="checkbox"/> Heartworm Test	\$46	<input type="checkbox"/> Ear Cleaning	\$24-44
<input type="checkbox"/> Pedicure	\$16		
<input type="checkbox"/> Nail Dremel / Grinding	\$24		
<input type="checkbox"/> Ear Cleaning	\$24-44		
<input type="checkbox"/> Anal Gland Expression (if needed)	\$30		

When did your pet last eat?

Circle one day and one meal.

Day: Today / Yesterday
Meal: Breakfast / Lunch / Dinner

Medication & Vaccination History

Has your pet ever had an adverse reaction to any medication or vaccines? Yes No

If **yes**, please describe: _____

If **yes**, a diphenhydramine injection prior to vaccinations is **required** (additional charges apply). This injection will help minimize possible vaccine reactions.

I fully understand the terms of the treatment plan for the services presented to me. I understand if I do not pay this account as agreed, I will be responsible for the costs of collection, including attorney's fees and court costs.

Signature _____ Date _____

NDVC-CF-SUR-0622

A **Surgical Consent Form** should be filled out by the owner and signed prior to the procedure. This will help you keep track of important information, and will clearly state what was authorized, that the owner consents to the pet's surgery, as well as acknowledgment of risks.



Post-Anesthesia Nursing


Post anesthesia nursing is crucial to the pet's safety and requires your complete attention and focus. After the procedure has been completed, the pet's coat should be cleaned and dried if it's wet or has blood on it. The goal is to have the pet looking better than when they came in. After the pet has been cleaned, the anesthetic agent should be shut off and the pet can begin waking up. At this time, the pet should continue to be monitored and once the pet has swallowed three times and is in control of its tongue, the endotracheal tube can be pulled gently out (called extubation). The time of extubation should be recorded as well as when the pet is sternal (laying on its chest/belly) and then walking. After the pet is walking, the vitals and pain score (AAHA standard) should be recorded once more and on a regular basis until discharge to the owner's care. If the temperature is low due to the anesthesia, a warming mechanism should be put in place until the pet reaches a normal temperature.

The pet should be fully awake and alert at the time of discharge. The IV catheter should be removed and the surgical site should be cleaned before going home. If medications are needed before discharge, they should be given and recorded in the medical record and on discharge instructions.

Discharging Surgical Patients

When discharging surgical patients, the owner should be made aware of: the procedure performed, medications needed for aftercare, swelling prevention techniques or possible complications, date of suture removal appointment (or drain removal), and common occurrences after anesthesia, such as inappetence.

NEW DAY VETERINARY CARE



Home Care Instructions After Surgery

Your pet is recovering from surgery which requires continued nursing care at home to ensure a successful recovery. Home care mainly involves restriction of activity because your pet does not understand the significance of the recovery period. Most patients become active in a short period of time following surgery and starting pain medication, therefore their confinement is very important. This means:

- No running, jumping or climbing
- No playing with other pets or rough play
- No swimming or bathing – keep incision site(s) clean and dry

Leash walks only for short breaks outside. If your pet needs to be left alone unsupervised during the recovery period, they should be confined to a crate or other small area. Excessive activity often leads to injury or serious complications. This could mean added discomfort for your pet and additional expense for you.

Unless otherwise instructed, your pet's incision does not require any special attention. Observe the incision site daily for signs of redness, swelling or discharge. The incision site should be improving each day. Please do not hesitate to contact us if you notice any abnormalities or become concerned.

We strongly recommend your pet wear an E-Collar **at ALL times** during the recovery period to prevent them from licking at the incision site. **Licking usually leads to chewing and possible removal of sutures/staples, which can occur in a matter of minutes!** Call us ASAP if this occurs because it can result in severe infection and/or added discomfort. You may remove E-Collar for meals.

Sutures or staples ARE / ARE NOT present. If present, sutures or staples need to be removed in 7-10 days, unless otherwise directed by the doctor.

If your pet has a bandage, it is very important that you keep the bandage clean and dry. Cover the bandage with plastic when going outside or if there is a possibility for it to get wet. If the bandage does become wet, dirty, develops an odor or is removed by your pet, call the hospital as soon as possible for a recheck/rebandage.

FEEDING INSTRUCTIONS
Restrict access to food at least 2 hours after you return home then feed ¼ to ½ of a normal meal. Don't be alarmed if your pet is not interested in eating that evening but rest assured their appetite should return to normal within 24-48 hours. Resume a normal feeding regimen the day after their procedure unless instructed otherwise.


MEDICATIONS
Please administer medication(s) exactly as prescribed to aid in pain management, inflammation and/or infection.

Your pet may seem more quiet than normal for a day or two after surgery but should gradually improve each day. While some discomfort is expected, if you feel your pet is experiencing excessive discomfort or pain or if their condition changes or suddenly worsens, please call us immediately. If calling after normal clinic hours, contact our local veterinary emergency hospital.

EMERGENCY HOSPITAL NUMBER

Thank you for trusting us with the care of your pet!

Please Call Your NewDay Veterinary Care Team with Any Questions or Concerns


newday
VETERINARY CARE
• Pet Paradise

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A set of discharge instructions such as the one pictured should be sent home with the client. This document should go over keeping the pet calm, when and how much to feed their pet, the importance of keeping the e-collar on and monitoring their pet after surgery (common occurrences after anesthesia including nausea and raspiness or coughing), when and if suture removal is needed and a reminder to finish all medications provided.

After going over all necessary information with the owner, make sure to ask them if they have any other questions or concerns. Once you have fully answered all of their questions, have them sign each document and keep a copy on file.



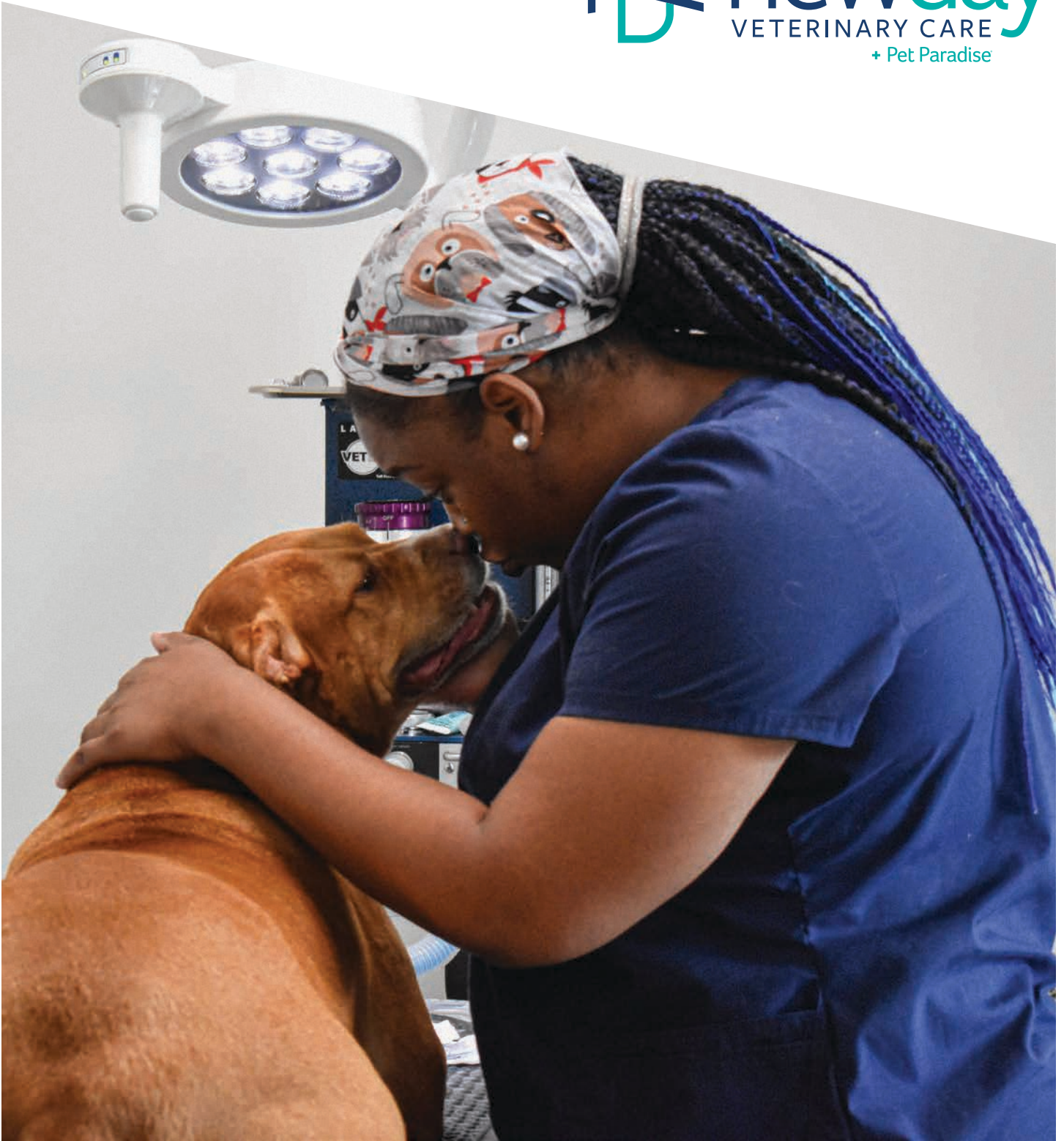
Charging for Common Surgical Procedures

Ovariohysterectomy: The ovariohysterectomy package ranges based on weight and does not include additional items such as suture, additional surgery and anesthesia time, go-home medications and an e-collar.

Castration: The castration package also ranges based on weight and does not include additional items such as suture, additional surgery and anesthesia time, go-home medications and an e-collar.

Dental Prophylaxis: Dental packages can range based on treatment needed for the pet. At some locations, dental radiology is also available. Extractions, gingivectomies, odontoplasty and more advanced dental procedures involving orthodontics are also available at select locations.

Mass Removal: Mass removal procedures are priced based on the size of the mass and the time required to remove the mass. A general anesthesia charge will also be required to complete this procedure.



CHAPTER 6



chapter 6

Euthanasia

End-of-Life Process

Saying goodbye to a beloved pet is an extremely difficult time for the pet parent and everyone involved. It is important that we handle the entire process with compassion and attentiveness. When setting up the appointment, the receptionist should have no distractions and we should avoid placing this client on hold. The owner should be asked when they would like to bring their pet in and what type of aftercare they would prefer (Communal cremation, private cremation or take the pet home).

When talking about their pet, refrain from using the word “body” as some clients find this upsetting. It is better to use the terms remains, loved one or baby. **i.e. “Ms. Smith, we have a few options for handling your baby’s remains, would you like me to go over them with you?”**

Offer to go over pricing and arrangements for their loved one on the call as they may be more apt to deal with these things today vs the day of the appointment. Maintain a tone of compassion and understanding when dealing with scheduling this difficult procedure. **Letting go is the last act of love.**

Before the client and patient arrive the day of the appointment, a candle and sign should be placed up front letting other guests know that someone will be euthanizing their pet and to keep voices as low as possible.

Upon arrival, paperwork should already be filled out and ready to be signed by the owner. **Payment and all paperwork should be taken BEFORE the procedure begins.** It's crucial that after the euthanasia has been completed, we only worry about providing compassion and comfort to our clients. This is NOT the time for paperwork or payment.

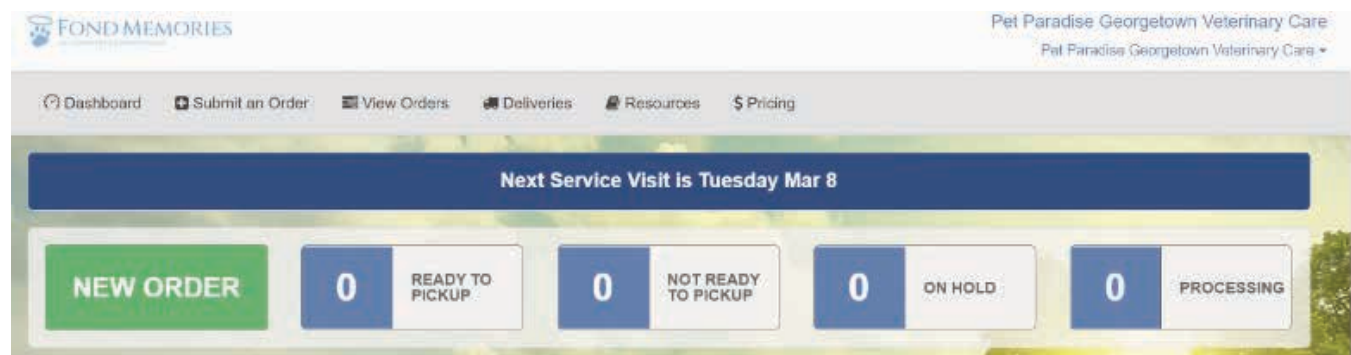
The doctor will go through the procedure with the client and perform the euthanasia, which typically consists of a sedative then an injection of euthanasia medication. As the technician or assistant, ensure the room is clean and cozy (place a blanket for the pet to lay), help gather the supplies needed for the procedure, and help place the IV catheter. Sometimes the doctor may ask you to be present in the room to assist with restraint.

Give the owner as much time as they need with their pet before and after the procedure. It's crucial that we don't make them feel rushed or pressured during this time.



Ordering Memorabilia and Pick-up

Company name may be Fond Memories, St. Francis or Pet Angel, but will be the same process:



Your home page will look like what's pictured above. After the euthanasia is complete, you will select "NEW ORDER" and select the type of cremation.

Submit New Order

Clinic Submission

The order will be submitted and managed by the clinic on behalf of the owner

Private Cremation	Stray/Wildlife Communal
Communal Cremation	Product Only

A private cremation is where the pet is cremated alone and the owner will get the ashes returned in an urn. Communal cremation is when the pet is cremated with a group of pets and the ashes are spread in a remote area. The euthanasia package includes the IV catheter, catheter placement, medications and the procedure. Cremation is additional and varies depending on if it's communal or private.

Private Cremation

Pet Information Owner Information Bundled Products Urn Selection Memorial Products Review Summary

Pet Information

Pet Name


Select a species... Weight kg lbs

Breed (ex. Golden Retriever)

Date of Birth (yyyy-mm-dd) Date of Passing (yyyy-mm-dd)

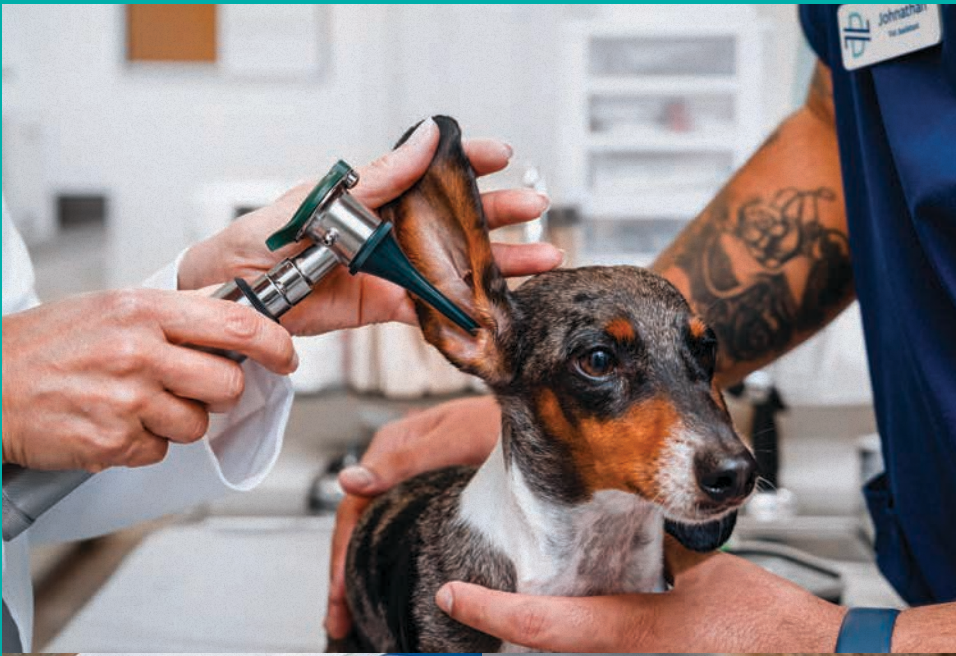
Male Female Unspecified

Cancel Next: Owner Information >



After selecting the type of cremation, enter the pet's information, the owner's information, and select which products and/or urn if needed. Once the order is submitted, the cremation service team will pick up the pet on the next scheduled day and then return the ashes and/or memorabilia to the practice the following week. The owner can then be called to come pick up their beloved pet.

It is important to keep the entire euthanasia process organized so that the owner can properly grieve and mourn their loved one without complications. Your words must be chosen carefully to convey to the owner that we are sorry for their loss and want to comfort them in this unbelievably hard time.



This manual is an basic overview of some of the tasks used daily in the clinic. Not everything could be covered in this edition. Look for this to be updated and expanded in the future.



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