

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.

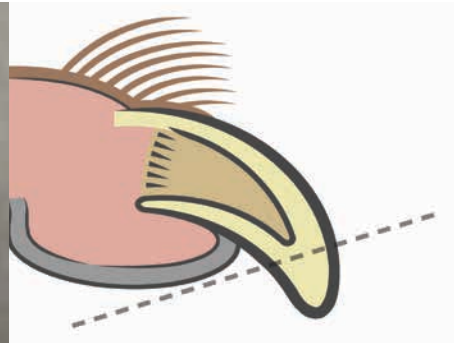
Why Nail Trims are Necessary

- 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.

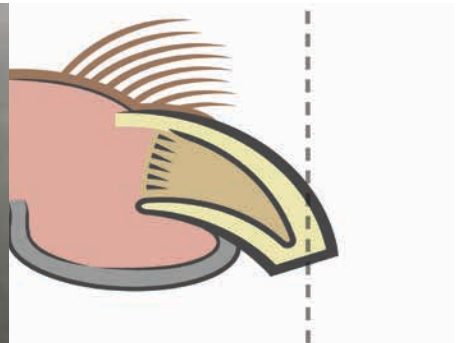
Dogs and cat's nails have a blood vessel and nerve, which is referred to as the quick. Cutting the quick will bleed and can be painful. On white nails, the quick is easy to see, black nails will take some experience and practice, as the quick cannot be easily visualized.

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.



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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