

To: Vet Clinic Student Worker Trainees
Date:
From: R. Manzerik, DVM
Re: Small Animal Check-in Procedures

Purpose

This memo outlines the step-by-step check-in procedures for small animals that visit our clinic. Keep this guide at the check-in desk for quick reference.

General Check-in Process

1. **Find or Create Patient's File**
 - **First time patient** - Create a new file.
 - **Returning patient** - Find file under owner's last name and the pet's first name.
 - **Use the Folder Tag System:**
 - Red → Dogs
 - Green → Cats
 - Purple → Exotics
2. **Have the owner fill the yellow appointment form** which gives the reason for the visit and ensure that it is filled out completely before proceeding.

Animal-Specific Procedures

Dogs

- **Leash Check** - If not already leashed, secure a clinic leash.
- **Room Assignment** - Take dogs to Exam Room 1, 2, or 3.
- **Record the following measurements** on the appointment form:
 - Heart Rate and Weight
 - Abdomen check (for lumps/pain)
 - Eye and Ear check
 - Skin check (fleas/ticks/rashes)
- **Ask the owner:**
 - Is the dog up-to-date on heartworm pills? (Note the answer)
 - Any questions? (Answer if possible or document them)

Cats

- **Handling & Safety** - Allow the owner to carry the cat or offer a leash if necessary.
- **Be mindful of open doors** to dog rooms; prevent interactions.
- **Room Assignment** - Take cats to Exam Room 4, 5, or 6.
- **Record the following measurements** on the appointment form:
 - Heart Rate and Weight
 - Abdomen check
 - Eye and Ear check
 - Self-cleaning check
 - **Long-haired cats:** Look for mats or bald spots.
 - **Short-haired cats:** Check for dirt, fleas, or abrasions.
- **Ask the owner:**
 - Does the cat need a Feline HIV/Feline Leukemia test? (Note the answer)
 - Any questions? (Answer if possible or document them)

Wild or Exotic Animals

- **Handling**
 - If the animal is tame, let the owner hold it.
 - If the animal is wild, place it in the provided carry box.
- **Room Assignment** - Take these animals to Room 7 only.
- **Ask the owner** if they have any questions.
- **Preliminary exam** is handled by the veterinarian on duty.

Final Notes

- These procedures will become intuitive with experience.
- Let me know if you have any questions, and contact me at **desk extension 5-3211**.