“In-Clinic Clinics”
A Creative and Cost Effective Approach to Rural Spay/ Neuter Programs...

Spay/ neuter Programs Outside of the Box!

Presented by:
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Pet Overpopulation is...

- A public health issue
- Demographically trackable
- Spay/neuter is the core of stopping animal suffering.
- The animals deserve the best program possible.
Assessing Your Community

Population

- Number of households under the targeted income level
- Rural, town or urban?
- Service radius from clinic?
- Transportation?
- How many veterinarians to percentage of homes on public assistance?
- Proximity of veterinarians to low-income areas

Sources for information

- Use Census 2000 and, if available, local animal control offices.
- Low-income services, social service agencies & the Chamber of Commerce can help you understand the clients you will serve.
Assessing Your Information

- Compare per capita numbers of surgeries of successful programs in regions similar to yours in order to create a program to fit your community.

- Achieving “effective surgeries” in a timely manner will help your organization have the impact that you are striving for.
Set some goals… “casual” spay/neuter programs in rural communities, including stop & start or intermittent programs, are minimally effective.

Create your program based on your assessment rather than necessarily creating a program based on your immediate resources…*reach out…reach out…reach out*…

FOR MORE INFO...

See Aimee St. Arnaud’s Recorded webinar at http://petsmartcharities.webex.com
Creating the Program That Fits the Bill…

- Will you transport to a large clinic?
- Will you use a mobile clinic?
- Will you ask local veterinarians to reduce the cost of a limited number of surgeries?

- If you answered yes to either of the last two, “In-Clinic Clinics” may be for you!
Some people view mobile clinics as a veterinary clinic on wheels...we view each private animal hospital as a mobile clinic that got stuck!!

In-clinic clinics use a veterinary office on a day the office is normally closed to create a high-volume, low-cost program for low-income homes.

It gives the humane society the same financial benefits as having access to a low-cost clinic or periodic mobile unit and offers the veterinarian a way to provide these services without compromising their regular workday.

FOR MORE INFO...
See PETsMART Charities Curious Cats Grants
Drawbacks of Reduced-cost vs. Benefits of “In-Clinic Clinics”…

**Veterinarians significantly reducing their cost during the regular work day often creates…**

- Loss of revenue per surgery limits the numbers assisted.
- Reduced cost surgeries may actually cost the animal hospital more due to extra phone calls for authorization, etc.
- No-shows represent a loss because of prior phone time for office staff.
- Making public health protocol fit the private hospital model is often frustrating for everyone.

**In-Clinic Clinics…**

- Generate revenue instead of being an overall loss for the vet, so greater numbers are served.
- Revenue is generated during off-hours; regular business is not affected.
- Costs less because there is no use of hospital office staff for scheduling.
- Provides a high volume of surgeries with a limited number (even one) of veterinarians.
- The more the better.
For the Veterinarian this Works

Because...

- The isolated time block means that the vet does not compete with him/herself for their regular workday.

- Targeted income means that the vet is not competing with him/herself for their regular clients.
And for the humane society...

- Creates an accessible spay/neuter clinic with zero capital start-up costs, i.e. purchase of a mobile, building costs, etc.

- Increases availability of services.

- Extra surgeries can be scheduled to compensate for likely no-shows and these no-shows do not represent a loss to anyone.
A “win-win” solution...

- By clustering low-cost surgeries, the day is financially a win/win for the vet and the humane organization.

- The clients represent a new revenue stream instead of a loss and the clinic is a cost effective solution for the humane organization.
What it takes...

- A committed core group of three to five humane society volunteers
- A veterinarian with an available time block
- Low-income families that own pets

Volunteers are responsible for scheduling, reminder calls, check-in and check-out and may also be responsible for scrubbing instruments that have to be sterilized throughout the day, monitoring animals following recovery and other tasks in order to keep things moving.
Getting Started

Scheduling…

- Remind clients to fast the pet the night before, and give directions to the clinic. Make reminder calls the day before.

- Stagger the times that clients should arrive based on the vets preference for starting with cats or dogs. Some animals should be there before surgery time, but avoid a big jamb at check-in.

- If possible, leave a short break between arrival of cats and dogs.

- Give clients an approximate pick-up time or tell them you will call them for pick up.
Before the Event!

- We encourage a volunteer orientation shortly before the first clinic to review the flow of the day, supplies that will be needed and who is responsible for what.

- Volunteers should be people who have worked with your organization and attended the orientation, we discourage “show-ups.”

- Review any questions with the veterinarian and make sure that he/she has seen your aftercare form.
Supplies You Will Need

- **Forms for intake and release.**
- **Plastic quick ties to replace missing carrier bolts**
- **Intake-pens, forms, clip boards, masking tape and Sharpie markers (coffee pot is optional)**
- **Recovery supplies- newspapers for cages, towels, paper towels, masking tape, pens**
- **Release supplies-aftercare forms, owner copy of any paperwork, paperclips, etc.**
- **Carriers**
Check-in...

- Get pets into cages before paperwork is started
- Discourage people from allowing pets to “visit” other pets
- Children should not be unsupervised while parents are checking a pet in
- Omissions in the morning will lead to confusion at the end of the day. Make sure intake forms are signed and any payment is noted on the form.
…more check in…

- Help clients with forms if necessary.
- Review pick-up times and explain that they will need a few minutes to go over aftercare instructions.
- Move cages into designated area for surgeries to start.
During the Day…

- Recovery activities depend on the veterinarian.
- Clean soiled cages.
- Wash instruments.
- Monitor pets.
- Complete information on rabies forms.
Release...

- Review aftercare verbally with each client.

- Assist clients to get the pet safely to their vehicle.
Some of our protocol…

- Labeling with the owners name and animal type (FD, MD, FC, MC) should be on every carrier once the animal is in it. Check-in forms are placed on top of the carrier and paperwork follows the animal through the day.

- No cat should be transferred from one carrier (or box) to another in an open area. Use a bathroom or another closed space to move a cat.

- No dog should be moved without a slip lead, even if carried.

- If a cat owner does not have a carrier, after release take the cat to the car in a humane society carrier, remove it in the car and return the carrier to the building.

- If multiple animals are out of their carriers during the day, place a small piece of masking tape with the owners last name on the animals head between its’ ears and remove when it is returned to its’ carrier.
Keep in Mind…

- Limit the first clinic to a comfortable number of surgeries for the veterinarian, also allowing volunteers to get the feel for how the day will go.

- If possible, get first time help from folks who have held successful clinics or successfully used a mobile unit.

- Anticipate no-shows, but discuss with the veterinarian if you should overschedule.

- The “In-clinic Clinic” is a guest in the hospital. Clients should remain in the waiting area, and everyone should remember it is a hospital.
More to Keep in Mind…

- In-Clinic Clinics do not compromise safety.
- Your first clinic may feel demanding or even hectic, but should not be chaotic.
Be creative...you will succeed...

- Success builds teamwork!
- One Oklahoma town has reduced their shelter intake of litters by roughly 90% through spay/neuter efforts...you can do it too!
For more information…

- The *Oklahoma Spay Network* is happy to share our forms, educational and promotional materials, volunteer information sheets, and to work with your organization to plan an “In-Clinic Clinic.”

- Several veterinarians in our network will offer information and tips on “In-Clinic Clinics” to veterinarians who are considering providing this service.

Contact us at:  
[oklahomaspaynetwork@hotmail.com](mailto:oklahomaspaynetwork@hotmail.com) or call 918-367-8999

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