Answer keys available from Spay/Neuter Alliance managers (contact mentorship@aspca.org)

FRONT COUNTER OPERATIONS

Written Portion:

1. What fields on the admission form should you pay special attention to at station one?

2. What are our public prices for the following services?

   - Surgery (FD, MD, FC, MC)
   - Vaccinations
   - Test
   - Nail trim
   - Microchip
   - Ear tip

3. Is it okay to perform surgery on a patient without a signature on the admission form?

4. Which copy of the admission form do you pass to station two?

5. What are the abbreviations and cage card positions of the following items?

   - One-year rabies
   - Three-year rabies
   - Canine distemper
   - Bordetella
   - Feline distemper
   - Feline leukemia (FeLV) vaccine
   - Feline leukemia (FeLV)/FIV test
   - Heartworm test
   - Nail trim
   - Ear tip
   - Microchip
   - Supplemental pain meds
   - Notes (i.e. "caution", "feral", "please check ears")

6. What are the health questions you ask each client?

7. What is the protocol if a dog is getting a heartworm test?

8. What is the protocol if a cat is getting a FeLV/FIV test?

9. Which copy of the admission form does the client receive?

10. How do discharge instructions differ for the following patients?

- Cryptorchid
- In heat
- Pregnant
- Scrotal neuter
- Community cat

11. What is the standard recovery period for each patient?

12. Should clients feed their pets when they get them home?

13. What should clients be looking for when they observe the incision site?

14. Where should clients take their pets for a surgical site check?

15. What can clients do to help prevent licking of incisions?

16. Who should clients call if they suspect a problem?

17. How do you track payments?

Oral Portion:

1. Give standard discharge instructions

PHONE CORRESPONDENCE

Written Portion:

1. When should you check voicemail?

2. When should you return messages?

3. What information should you have when passing a call along?

4. What information should you have when passing a message along?

5. When can clients bring in community cats?

6. When do you need to cut off food for a patient 5 months and over?

7. When do you need to cut off food for a patient 4 months and under?

8. Can patients drink water before surgery?

9. Can patients be outside the night before surgery?

10. How old do animals have to be for surgery?

11. Is there an upper age limit for surgery?

12. Can they have surgery if they are in heat?

13. Can they have surgery if they are pregnant?

14. Can they have surgery if they've just had a litter?

15. If someone needs a full-service veterinarian, to where should you refer her/him?

16. Is it ever okay for you to give medical advice?

17. Is it okay to give contact information for a "found animal" (if they have a rabies tag from us)?

18. If someone needs immediate medical information, whom should you refer him or her to?

19. What is our protocol for missing transport paperwork or missing transport animal?

Oral portion:

1. Role-play phone calls.

PAPERWORK FLOW

1. Which pages of the admission form go to the medical staff after receiving an ID number?

2. Which pages stay with you? In what order?

3. Where does the paperwork you send to the back go next? Describe the flow in the back until the paperwork comes back to the office.

4. Which parts of the paperwork go home with the owner? How do we arrange those?

5. Which page of the admission form does the owner sign on pick-up?

6. Which pages of the admission form do we keep? In what order?

DATA ENTRY

1. Describe the difference between an individual client and a volume client.

2. When would you add both of these to an animal record?

3. Which pages of the admission form need the animal ID number?

4. How do you enter patient record changes in the software?

5. How do you check out patients in the software?

FINANCIALS

1. How often should you reconcile your cashbox?

2. How do you run a reconciliation report?

3. What do you do if your cashbox does not match your report?

4. How often should you make a bank deposit?

RECHECKS

1. What is our protocol for handling rechecks?

2. When is the best time for clients to bring in a recheck?

3. What paperwork does the medical staff need for a recheck?

4. What is our protocol for handling post-operative complication reimbursements?

SCHEDULING

1. Who should determine the sex/species limits?

2. Who should determine the overbook limits?

3. How do you edit the limits of what you can schedule on any given day?

4. How do you set/edit the schedule in the software?

TRANSPORT

1. What are our transport clients responsible for (in terms of logistics)?

2. What is Spay/Neuter Alliance staff responsible for (in terms of logistics)?

3. What are our fees for transport clients for the following services?
    - Surgery (FD, MD, FC, MC)
    - Vaccinations
    - Test
    - Nail trim
    - Microchip
    - Ear tip

4. How do we handle weather concerns?

5. Who updates the partner contact and directions lists?