

**STEP 1: GETTING STARTED** (SEE CLIENT FLOW MAP DIAGRAM BELOW)

Staff #1

- Optional person in breezeway can hand out clipboards with the admission form attached, and help with any questions pertaining to the admission form.
- Client will then fill out the admission form for each animal before approaching the counter. If they have three animals, they will need to fill out three forms.

Staff #2 & #3

- Keep an eye on the lobby to minimize confusion.
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**STEP 2: PROCESSING** (SEE CLIENT FLOW MAP DIAGRAM BELOW)

Line 1 - Staff #2

- Have clients form *LINE 1* in front of *Staff #2* once they have completed their admission forms.
- Review client's paperwork to make sure nothing is missing (most common is the box they need to check to sign off that they understand your policies).
- Review services and ask for proof of rabies if no rabies vaccine is requested.
- Collect vouchers and/or money for services, and write amount and payment type in upper right-hand corner of admission form.
- Tear off yellow sheet (this is client's receipt of payment) and direct them to step into *LINE 2* in front of *Staff 3*.
- Pass admission form to *Staff 3*.

Line 2 - Staff #3:

- Confirm the client's last name, to ensure you are documenting the correct animal.
- Ask the following medical questions:
  1. Has your pet been eating/drinking normally?
  2. Does your pet have any coughing, sneezing, vomiting, diarrhea?
  3. Has your pet been lethargic lately?
  4. Does your pet have any known health concerns (vaccine reactions, allergies)?
  5. Is your pet on any medications, or has your pet had any injections in the last 30 days?
  6. Did your pet have a small breakfast this morning (so that we may give a small snack)?
  7. Has your pet had any previous surgeries?
- While asking the medical questions, begin filling out the animal's cage card; pink is for girls, blue is for boys (see *Kennel Cards* video on ASPCApro).

- Ask the client to bring their animal in and step into *LINE 3*.

Line 3 - Staff #4 & #5 (Medical Staff):

- Ask for the animal's name as the client approaches the front of *LINE 3*.
- Collect the animal's cage card (and collar if it is a dog).
- Reassure client that we will take excellent care of their pet and confirm pick-up time before taking animal back to be examined.
- Ensure you sanitize between each animal.

**CLIENT FLOW MAP**



