

STEP 1: PREPARING PAPERWORK

- Paperwork should be organized in alphabetical order by client's last name, so that it can be easily located. An assistant can do this prior to release time.
 - Pickup balance sheet (list of any owed money from previous day) should be at-hand and also in alphabetical order.
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STEP 2: WELCOMING (SEE CLIENT FLOW MAP BELOW)Staff #1:

- Optional person in breezeway to give post-op instructions to any stragglers. This helps keep the congestion down inside the lobby.

Staff #2:

- Check paperwork for anyone who still owes money from previous morning.
- Notate paperwork if not already noted, count starting petty cash for change.

Staff #3:

- Announce post-op instructions to lobby as a group (sample below):
 1. You must restrict your pet's activity for the next ten days to allow the tissue time to heal and avoid causing the incision to open.
 - Cats should stay indoors.
 - All dogs should go out on a leash to the bathroom and then back inside to rest.
 2. The incision on male dogs is on the scrotum and is meant to remain slightly open for drainage. However, these dogs will experience increased bloody discharge if they're too active, so limiting activity is extremely important.
 3. It's also extremely important to limit the activity of females, because they've just had an abdominal surgery.
 4. The incision of female cats and dogs is sealed with surgical glue to help protect it against infection. If that glue gets wet, it can dissolve too quickly – this means no licking, bathing, or swimming for ten days.
 5. Females should be kept separate from males during their recovery time, as mounting could cause the patient harm.
 6. If you have a female dog or cat, her ovaries were removed. Her incision is located on her belly. If you have a male dog or cat, his testicles were removed. His incision will be located directly on the scrotum.
 7. When you take your pet home, look at the incision site. What you see today is what we consider normal.
 8. Watch the incision just as you would watch a cut healing on yourself. The incision will heal more quickly if they are kept quiet with limited activity.
 9. All of the suture we use are internal and absorbable, so it will dissolve on its own over the next few months. Unless indicated on your paperwork, there are no sutures or staples to be removed.
 10. Your pet has been given a small green tattoo next to the incision site. This indicates that your pet has been spayed/neutered should they ever become lost.

11. If you notice your pet is licking, you must get an Elizabethan collar to prevent them from self-trauma. You can purchase one here or at a pet supply store.
 12. Do not change your pet's diet or give special treats for a few days. There will still be anesthesia in their system and you do not want to cause them an upset stomach.
 13. You may feed them their regular diet. Your pet will be ready for breakfast when you get home, but you should feed a smaller meal than normal.
 14. If there are signs of swelling, discharge, or redness, contact us to arrange a free recheck.
 15. If you have any other questions or concerns, please do not hesitate to contact us. You should call the (828) 252-2079 clinic number during office hours. If you have an emergency after hours, please contact our 24-hour hotline at (855) 434-9285.
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STEP 3: PROCESSING (SEE CLIENT FLOW MAP BELOW)

Staff #2 & #3:

- Have clients form two lines, one in front of each staff member;
- If client still owes, collect money and note on the pickup balance sheet with the amount and payment type;
- Have client initial bottom of the top sheet of admission form to pick up, then remove top sheet;
- Review pink sheet with client, pointing out written post-op instructions, list services received, weight, and any abnormalities notated by medical staff.
- If client wishes to purchase an Elizabethan collar, collect money, notate on pickup balance sheet, and put a paid sticker at the top of their pink sheet so that the medical staff retrieving their animal knows to fit the animal with an Elizabethan collar;
- Ask client to take pink sheet and step over to the door (LINE 3), so that a medical staff member can bring their animal out for them.

Staff #4 or #5 (Medical Staff):

- Check client's pink paperwork for the animal's first name and client's last name;
 - Retrieve animal from their kennel, and bring the animal to client (make sure to double-check the incision site before releasing).
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CLIENT FLOW MAP

