



## Patient Care Policy

1. I will delegate as much as possible to give me the most time with the client and patient.
2. I will require adequately trained support staff to assist me in:
  - a. learning your software
  - b. preparing and presenting estimates
  - c. loading exam rooms
  - d. patient restraint
  - e. obtaining TPR's and medical histories.
3. Staff should be available to:
  - a. obtain and run blood samples
  - b. obtain radiographs
  - c. place IV catheters
  - d. monitor patients as needed
  - e. I am willing and able to assist with these tasks with the understanding that it will make appointments run less efficiently.
4. I practice in a Fear Free manner, with as little restraint as possible.
  - a. I reserve the right to not work with any animal I deem dangerous and a threat to the safety of myself, your staff and the client.
  - b. I will use muzzles if they can be applied safely.
  - c. I will prescribe/give medications to make safe handling possible.
5. For liability reasons, I do not allow clients to restrain their own animals during procedures and will require an assistant for vaccinations, lab tests and in most cases, the initial physical exam.
6. I will not discuss your clinic policies, staff or clients with any outside parties without your knowledge and consent. The exception being if I am consulting with a specialist concerning patient care.
7. It is the responsibility of the clinic to inform me if I have done or said something not in accordance with hospital policy or protocol.
  - a. I am open to discuss and clarify any confusion regarding your clinic's policies.
  - b. I am always happy to learn new things and to make sure I am providing excellent service to you, your practice, your staff and your clients.
8. In order to properly and effectively communicate with clients about on-going cases, I will require complete medical notes with an associated treatment plan, including any prior conversation with the client, recommended services, lab results, diagnosis, or referrals.
9. I have a DEA license and will dispense controlled substances within accepted state and federal rules.
  - a. I will require any state required client forms (MAPS) before prescribing controlled substances.
  - b. I do not carry prescription pads.
10. I will NOT be available for after hours emergency or on call services.
11. I do NOT work with exotics and will not see birds, reptiles, pocket pets, rabbits or ferrets.