**2.01 – Practice Management**

**Veterinary \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** is typically done through computerized systems although some facilities still use paper systems

**Types of Appointment Schedules**

1. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**: maintained by veterinarian that sees a total number of patients within a set time. The veterinarian will determine how many patients in an hour
2. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**: based on each patient being seen at a specific time with the most common interval being 15 minutes. This schedule is easy for the veterinarian to get behind
3. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**: clients are seen as they arrive. This schedule there is little control over the flow of patients

**Types of Appointments**

1. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** Appointments- seen during the appointment schedule with each routine spaced out according to how long it is expected to take
2. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** Appointments
   1. Kept in a **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** appointment book and schedule
   2. Done at **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** times of the day
   3. May have specific days for specific surgeries
   4. Surgery schedules may have a specific drop off time
   5. Schedule should include the following: owner name, phone number, patient name, breed or species and surgical procedure
   6. Pre-surgical instructions are given to the client and should include:
      1. Not feeding 12 hours prior to surgery
      2. Not giving water 8 hours prior to surgery
      3. Bring in pet at a specific time
      4. Signing surgical release form
      5. Signing pre-surgical blood work consent form
      6. Signing estimates for services
      7. Alerting the staff and bringing in prescribed medications
3. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** and **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** Appointments
   1. Emergency is an appointment that must be seen immediately and is a life or death situation
      1. Common emergencies include: hit by car, severe wounds, bloat, and others
   2. Walk-Ins are clients that show up **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
   3. To serve emergencies and walk-ins- allow several slots during the day to space out so not to interfere with already scheduled appointments
4. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** Appointments
   1. Allows for flexibility for both the owner and staff
   2. It is important that the owner sign consent forms with contact numbers for the health care team if any questions arise
5. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
   1. Usually at the client’s home or farm
   2. Most hospitals will take phone calls and return messages after reviewing schedules
   3. All files for clients should be assembled prior to the appointment
   4. Extra forms are included in the case that there is an unreported problem

**Organization of the Appointment Book**

1. Most appointment books are available with **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** time slots
2. The appointment book should have ample room to write in all information

**Scheduling Appointments**

1. All information should be written in **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** so changes can be made if an appointment cancels or needs to be rescheduled
2. If filing system method is alphabetical then appointment should be written last name first
3. If filing system is numeric then record the client number
4. Hospital will have recommendations for common veterinary procedures and the amount of time that the appointments should take.

**Working with the client**

1. When an appointment is scheduled, read back the date and time of the appointment to make sure all information is accurate
2. When at all possible give appointment cards to remind clients of appointment dates
3. Be sure new clients have clear directions to the facility

**Policies and Procedures**- Provided to each staff member so everyone will understand rules and regulations including ethics and each manual outlines expectations

1. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** provides information regarding what the staff expectations are
2. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** provides rules regarding the workings of the veterinary facility