COVID-19 Large Animal Intake & Discharge SOP

For all planned arrivals:

All intake forms will be filled out by BVMTH personnel prior to client arrival. This includes:

a. Orange sheet
b. Admission form
c. COVID-19 questionnaire
d. Phone number verified of the owner AND hauler
e. DL verification (receptionist will alert you if DL is needed)

1. If yes, please take the DL’s with a gloved hand and give to a receptionist to take pictures of the front and back with the iPad

Client will be alerted to call upon arrival.

For unplanned arrivals:

The above information needs to be obtained by BVMTH personnel over the phone at the time of arrival. In the case of an unstable patient, the medical team will be notified immediately to acquire the patient and then this information will be obtained by BVMTH personnel.

Intake

a. Review the COVID client questionnaire responses with the personnel who administered the questionnaire and don the appropriate PPE according to the COVID-19 Hospital Protocol.
b. When the client calls to report that they have arrived, the personnel taking the call will ask them to meet the designated hospital personnel in the parking lot. *Be sure to give the client letter to the owner.
   i. Verify owner and patient information match the admission form. Note changes as necessary.
   ii. FOR EQUINE-have the owner unload the horse and lead the patient to the food animal pull throughs. Change halters within the pull throughs and return the personal halter to the client. Take patient temperature; if normal proceed inside via the equine barn doors. If abnormal, contact the clinician for further instruction.
   iii. FOR FOOD ANIMAL-If assistance is needed contact the shift technician/clinician to determine the safest unloading protocol. Owner/hauler does not leave the vehicle. If it is an animal that is halter broke, make sure to leave the personal halter with the client and put a hospital owned halter on the patient. They will then come through the appropriate FA garage door.
c. Confirm a good call back number and let the owner know that a doctor will be in touch with them shortly to obtain a patient history and answer any questions they might have
d. Once the patient has been assessed, the doctor will call the owner with an estimate. For estimate approval, the doctor and one other witness will both sign the form confirming they received phone authorization for treatment.
e. The doctor/technician on the service will alert reception (if available) of the estimate and the receptionist will run an 80% deposit of the high end of the estimate on the owner’s credit card. If
reception is not available, the medical team is responsible for obtaining payment for the estimate.

**Discharge**

a. The doctor on the case will call the owners with discharge instructions and answer any questions the owner might have.

b. The doctor/technician will gather all medications, discharge instructions and anything else that needs to be sent home with the patient.

c. The doctor/technician will verify charges and alert the front desk that charges are ready for checkout.

d. The receptionist will call the owner to verify charges and run the credit card. If no receptionist is available, this must be done by other personnel. *A receipt will be printed out and placed in the go home bag with the patient. The owner will be instructed to call upon arrival.

*If the owner is paying with cash or check, this will be obtained by the discharge personnel. Obtain a ziplock bag from the front desk and have the client deposit the appropriate amount of cash or check into the ziplock bag. Give the bag to the receptionist (if on duty). The receptionist will write the date of collection on the ziplock bag. If no receptionist is on duty, write the date on the bag and place in the safe.

e. Don appropriate PPE and dismiss in the reverse order of arrival.