



Small Animal Triage protocol

For any small animal enquiry, please follow the following protocol

- 1) Follow the normal procedures to obtain name, address, animal and record
- 2) Enquire about the problem and select one of the three category options

Category 1 Emergency

- Arrange an urgent appointment for the animal to be seen at the earliest opportunity.
- Enquire about the health of the owner and the household: if in isolation, arrange a visit
- Explain the biosecurity procedures for visiting, in accordance with our guidance notes

Category 2 Telephone consultation

- Arrange a tele-consult
- Explain the procedure and fix a time (10 minute slot)
- Ask for contact details – phone, Facetime, WhatsApp
- Confirm the time and explain that the owner or keeper will need to have access to a phone or mobile, and be near the pet as some detailed questions will be asked
- Explain the charging system, and the possibility that medicines may be prescribed, and will need collection or delivery.
- Immediately after the telephone consultation by the vet, phone the client and arrange payment

Category 3 Non-emergency or routine

- Explain why the situation is not regarded as an emergency, including that we are restricted by what we can do.
- For issues such as boosters and neuterings, or other designated non-urgent cases, reassure that delay will not affect the health of the animal. If it will, arrange a teleconsultation
- If the client insists on speaking to a vet, arrange a telephone consultation.
- Take notes and ensure we have a record to arrange an appointment once the restrictions are lifted

Please ensure that all calls are recorded on notepads or Robovet in case of future issues.

March 26th 2020