



## **STANDARD OPERATING PROCEDURES**

Your Family Vet practices and manages the hospital and team by following these Standard Operating Procedures (SOP), not only to protect the hospital's internal operations and to ensure we function as efficiently and safely as possible, but also to protect the interests of team members, clients and patients as well as guarantee we provide the best possible service to our community.

### **GENERAL**

The hospital is open Monday to Friday 8.30am to 5.30pm for general purchases, enquiries and appointments for consultations and surgery. We are also open for consultations by appointment on Saturdays between 9am and 12pm. House calls are not routinely provided and incur a surcharge. Drop in patients will be attended to by a triage nurse and then scheduled for veterinary attention as soon as deemed necessary with priority designated by urgency of each case.

### **ADMISSIONS**

Admission times for scheduled routine and elective procedures begin at 8.00 am each morning and clients will be required to attend a health check with their patient and the assigned Surgical Case Manager to ensure clarity of procedure, consent and estimated costings. Times outside of this can be made with team members if essential. Horsham Rural City Council and Horsham PAWS patients are required to be admitted between 2pm and 4pm the afternoon prior to surgery. We ask that dogs be on a lead or in a carry cage and cats be in a carry cage for transportation into and from the clinic. We will supply all hospital bedding for your pets.

### **DISCHARGE**

Discharge times for the above surgeries and procedures is between 3.30pm and 5pm unless previously arranged with team members. Aftercare instructions and medication will be explained for each patient by their Surgical Case Manager.

### **EMERGENCIES**

Emergency out of hours consultations can be arranged as required by contacting the clinic

for the mobile phone number of the veterinarian on call. These calls may be triaged by a trained nurse. The after hours services are provided equally by Your Family Vet and Horsham Veterinary Hospital and clients will be required to attend either clinic by instruction of attending veterinarian. Emergency services are subjected to additional charges. House calls out of hours is prohibited due to occupational health and safety reasons.

## **PAYMENT**

Payment for all services is required prior to discharge unless previously arranged. In some cases deposits for larger procedures may be requested. Pre payment for services can be arranged on a lay-by type system. Your Family Vet offers both Vetpay and Zip Money facilities, both of which you can obtain pre-approval with at home.

## **PET INSURANCE**

Your Family Vet strongly recommends pet insurance. There are many to choose from and we are not affiliated with any company in particular. Each policy is different with both coverage and returns but all require payment to be made to the vet first and are reimbursed by your insurer once proof of payment is received. Our team members can lodge claims electronically on your behalf for most policies.

## **FLEAS**

Any patient admitted to hospital found to be infested with fleas will be treated at the owners cost.

## **TRANSPORT**

Your Family Vet does not offer transportation of pets even in emergency cases.

## **STRAY ANIMALS**

Stray animals presented by the general public or clients will be assessed for injury, scanned for microchip and then reported to appropriate Council staff. First aid will be given for any injuries until an owner can be contacted then treatment will be as per owner consent. The veterinarians on duty have the discretion to euthanase on humane grounds if required where an owner cannot be determined, however consultation with Council staff will be sought. Persons presenting strays will be required to fill in forms outlining when and where the pet was found. Pets can only be discharged to Council rangers.

## **WILDLIFE**

Injured wildlife presented by the general public or clients will be assessed for injury and given first aid where required. As stipulated by our governing bodies, those animals deemed to have injuries too significant for complete rehabilitation will be euthanased on humane grounds. We will arrange burial of such animals. Where appropriate, wildlife will be distributed to trained carers for rehabilitation. Persons presenting wildlife are asked to fill in forms regarding the site the creature was located, time collected and other important

details. This is to assist getting the wildlife back to their natural habitat on recovery. Treatment of wildlife is generally at the cost of Your Family Vet.

## **COMMUNITY COMMITMENTS**

Your Family Vet strives to be involved in community education and preventative health care for pets. As such not only does this involve discounted services for Horsham PAWS, but all clients also receive a clinic subsidy to reduce the cost of all routine desexings. The aim being to reduce the number of unwanted litters and strays within the community.

## **PRESCRIPTION MEDICATIONS**

Frequently patients need ongoing prescription medications for their wellbeing. The supply of such medications is strictly controlled and there are a number of legal requirements which we must meet. All patients must have a consultation with their veterinarian at least every six months or more often as specified by the prescribing veterinarian. This visit may include blood tests, xrays or even ultrasounds. Only veterinarians are able to dispense prescription medications and as such we request that clients call to order the medications when getting low and allow half a day for veterinarian's to prepare them.

## **IMAGING**

Charges for imaging (xrays and ultrasounds) are for the service and interpretation only. The clinic owns the actual images and must maintain the originals by law for a period of at least seven years as with all other documentation. Digital copies can be requested.

## **TRAINING**

All team members at Your Family Vet are encouraged to develop further skills in areas within the hospital or veterinary science that interest them. All team members are also required to attend regular training sessions which are provided by a number of sources:

- Led by other team members
- Led by experts in their fields
- Led by business coaches
- Webinars, seminars
- University courses
- Conferences

Whilst every effort is made to limit disruption to clients, inevitably closing the clinic for short periods of time is required. This is how we keep up with changes in medications, the science behind diseases and new technologies and techniques. Veterinary Science is a constantly changing field.

## **DOCUMENTED STANDARDS**

As well as this SOP, this hospital also functions under strict protocols and standards of care as well as numerous legislative demands. This ensures the cleanliness of the hospital, safety of team members, patients and clients, excellent patient care and outstanding customer service as well as clarity within all aspects of the hospital. All such documents are regularly updated with the latest techniques and technologies as required.

## **INAPPROPRIATE BEHAVIOUR**

We have very high expectations regarding team members behaviour within the hospital and the community at large, as dictated by our HR manual. To ensure all clients and patients receive excellent care whilst in our hospital, we expect that all team members will be treated with respect by clients: uncouth language, yelling, name calling, bullying and “guilt trips” (not exclusive) are not acceptable and clients behaving as such will be asked to leave the premises. Repeat offenders will be asked to seek veterinary services from another business. Team members and clients have the right to attend a safe environment and we will ensure that we provide this.

## **GOVERNING BODIES**

Our hospital is run and the team managed under advisement of the Veterinary Practitioners Board of Victoria, Australian Veterinary Association, Department of Health as well as following all relevant awards. There are a large number of legislations and guidelines from other departments that must also be followed. We also have our own human resource manual to ensure all employee rights are fully protected and their wellbeing and safety is paramount. This clearly outlines expected behaviours throughout the hospital and community at large, all entitlements, hiring and firing as well as conflict resolution among other guidelines.