

Most clinics notice a very clear pattern to the questions that are asked on the phone. It is important to have everyone who answers the phone (staff and volunteers) consistently and accurately answer those questions. Your clinic's FAQs can also provide a roadmap to information that should be easily available on your website.

### Team Exercise

1. Ask each member of your phone staff to submit a list of what they feel are frequently asked questions at your clinic, and how they would answer each of those questions.
2. Combine these submissions into a working document and remove any repeat questions.
3. Meet with those staff members and work through the list. Everyone should agree on what the answers will be.
4. Make sure phone staff knows when a question crosses into medical staff territory, and how to handle that situation.
5. After everyone is satisfied with the completed list, have your medical director/veterinarian(s) review the list of questions, and offer edits/suggestions.
6. Meet to finalize the document and ensure everyone is updated on any changes.
7. Make this document available for all staff to reference at all times.
8. Keep this document current and updated!

Need help getting started? See some sample questions below, as well as some other information you might want to add to your clinic's FAQ document.

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### Sample Administrative Questions

1. What are your hours of operation?
2. Do I need an appointment? How does this work?
3. I can't be there at [whichever time] to pick up my animal. Can I come later?
4. Can I stay in the surgery/recovery area with my animal during/after surgery?
5. Will you call me to let me know how my pet is doing after surgery?
6. Can I bring in my dog/cat to have their vaccines updated?
7. Do you host a vaccine clinic, and if so when is it?
8. Why is your surgery cost so much less? My vet wanted [\$ amount].

### Sample Medical Questions

Note: Any specific medical questions about a patient (post-surgical complications, an animal currently on medications, pre-existing medical conditions) **MUST** be forwarded to a designated medical person (vet tech or vet). Under no circumstance should anyone else offer specific medical advice beyond the scope of general FAQs.

1. Can my pet have food & water the night before surgery?
2. How long does the surgery take?
3. Is it safe?
4. Do you send them home with pain medication?
5. What vaccines do you provide, and which do you recommend?
6. Can I bring in my rabies tag as proof of current rabies vaccination?
7. Do you microchip?
8. How old do animals have to be to be fixed?
9. At what patient age does your clinic request pre-op bloodwork (and what type)?
10. When do they start coming in-heat?
11. For how long are they in-heat?
12. For how long are they pregnant?
13. Can you fix them while they're pregnant?
14. Is it dangerous if they're in-heat/pregnant?
15. How soon after they have a litter can they be fixed?
16. What is the recovery period like?
17. What is that extra green incision?
18. Does my pet have to receive the green tattoo?
19. Should I be worried that my dog/cat is licking his/her incision, and what should I do to keep them from doing this?
20. My dog/cat had surgery last week, and now their incision is open. What should I do?
21. Will spay/neuter help to prevent certain cancers?
22. Will spaying/neutering my pet change their personality or behavior?
23. Do you use real veterinarians?
24. Do you perform tubal ligations or vasectomies?
25. Do you offer spay/neuter services for species other than dogs and cats (rabbits, rats, etc.)?
26. Make sure your phone staff can explain: cryptorchids; ear-tips (and their importance); feral/community cats (and solutions to help them); spay vs. neuter vs. scrotal neuter.

### Miscellaneous Questions

1. How many surgeries do you perform in a day?
2. Do you have the phone number for [whoever]?
3. Are you hiring?
4. My animal is sick/got hit by a car/can't walk/got poisoned! I have no money and my regular vet told me to call you. Can you help me?
5. Do you offer discounts for senior citizens?

### Services & Fees

Surgical Fees	Public / Volume
Female dog	\$0.00 / \$0.00
Male dog	\$0.00 / \$0.00
Female cat	\$0.00 / \$0.00
Male cat	\$0.00 / \$0.00
Umbilical hernia repair	\$0.00 / \$0.00
Nail trim	\$0.00 / \$0.00
Microchip	\$0.00 / \$0.00
Canine Vaccines/Additional Services	Public / Volume
Rabies (required)	\$0.00 / \$0.00
DA2LPPv (distemper/parvo)	\$0.00 / \$0.00
Bordetella (kennel cough)	\$0.00 / \$0.00
Heartworm test	\$0.00 / \$0.00
E-Collar	\$0.00 / \$0.00
Feline Vaccines/Additional Services	Public / Volume
Rabies (required)	\$0.00 / \$0.00
FVRCP (distemper/upper respiratory)	\$0.00 / \$0.00
FeLV (feline leukemia)	\$0.00 / \$0.00
FeLV/FIV combo test	\$0.00 / \$0.00
Cardboard Cat Carrier	\$0.00 / \$0.00
Trap Rental (refundable upon return)	\$0.00 / \$0.00

\* Vaccines are ONLY given at the time of surgery

### Financial Aid – In House

Keep a list of current discounts, and make them easily accessible for phone staff.

### Other Organizations (Contact Info)

Keep a current list of contacts for your partner organizations, and any other frequently requested phone numbers on hand.