

Overall, you should keep your appointment calls to two minutes or less. Gather the basic information into your software system, answer questions, and give pre-operative instructions.

- What type of pet do you have?
- Our earliest opening is (day and date).
- You'll need to bring your pet in at [_____] am on (scheduled day), and pick him/her up at [_____] am (the following morning) or [_____] pm (for same day release).

Note: We indicate specific drop-off and pick-up times rather than a time range. If you offer the 8:00 – 8:30am range, for example, you will have late stragglers, which can affect your surgical flow.

- What is your name, address, and phone number?
- What is your pet's name and age?

Note: Watch for policy conflicts. For example: if an animal 8+ years, then blood work may be required at the doctor's discretion.

- Does your pet have a current rabies vaccine? If yes, then please bring the certificate, otherwise we are required by law to re-administer the rabies vaccine.

Note: Our Asheville facility enforces the rabies policy set by the state of North Carolina. Your local laws and policies may be different, so be sure to check in with your state veterinary board.

- Your total for surgery and rabies will be \$XX. We accept (forms of payment]

Note: If you sense hesitation or concern by the caller about the price, be sure that everyone who answers the phones is aware of all subsidies that are currently available, or soon to be available. This pet owner has taken the initiative to call for an appointment, and you don't want the price to be a deal-breaker.

POLICY FOR OTHER VACCINES:

- To help prevent common diseases, we strongly recommend your pet be vaccinated at least one week prior to surgery with the DA2LPPv (distemper/parvo - for dogs) or FVRCP (distemper/upper respiratory - for cats). While no vaccine is 100% effective, vaccination will lessen the chance of your pet contracting disease, as well as decreasing the severity of the disease if your pet does contract it.

PRE-OP INSTRUCTIONS:

- The night before surgery you need to keep your pet indoors, feed them their normal meal, and always have water available. Water is encouraged to minimize chance of dehydration. Outdoor pets need to be confined for safety reasons (ensuring no traumatic event occurs, etc.).
- Feed pet 1/4 to 1/3 of their normal meal the morning of surgery. A small snack prior to surgery decreases the chance of regurgitation during the anesthetic event. It is also particularly important for pediatric patients to have a small meal the morning of surgery in order to decrease the risk of a hypoglycemic event.
- Allow your pet to urinate/defecate the morning of surgery, and be here by [_____] am.
- Offer directions to your clinic, if needed.

APPOINTMENT FAQs

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.

An FAQ team exercise to help you build your own frequently asked questions and answers can be found here:

http://humanealliance.org/elearning/Answering_Common_Questions.pdf