

### STEP 1: PREPARING PAPERWORK

- Paperwork should be organized in alphabetical order by client's last name, so that it can be easily located. An assistant can do this prior to release time.
  - Pickup balance sheet (list of any owed money from previous day) should be at-hand and also in alphabetical order.
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### STEP 2: WELCOMING (SEE CLIENT FLOW MAP BELOW)

#### Staff #1:

- Optional person in breezeway to give post-op instructions to any stragglers. This helps keep the congestion down inside the lobby.

#### Staff #2:

- Check paperwork for anyone who still owes money from previous morning.
- Notate paperwork if not already noted, count starting petty cash for change.

#### Staff #3:

- Announce post-op instructions to lobby as a group (sample below):
  1. When you get your pet home, take a look at the incision site. What you see today is what we consider normal.
  2. Watch the incision just as you would watch a cut healing on yourself.
  3. If there are signs of swelling, discharge, or redness, contact us to arrange a free re-check.
  4. All the sutures we use are internal and absorbable, so they will dissolve on their own over the next few months. Unless indicated, there are no sutures/staples to be removed.
  5. We seal the incision with a surgical glue to help protect it against bacterial contamination. If that glue gets wet, it can dissolve too quickly, which means no licking, baths, or swimming for 10 days.
  6. If you notice your pet is licking, you must get an e-collar to prevent them from self-trauma. You can purchase one here or at PetSmart, PetCo, etc.
  7. You must restrict your pet's activity for the next 10 days.
    - a. Cats should stay indoors
    - b. All dogs should only go out on a leash to the bathroom and then back in to rest.
    - c. Male dogs that have received a scrotal neuter will experience more bloody discharge with increased activity, so limiting activity is extremely important.
    - d. Females should be kept separate from males during their recovery time, as *mounting* could cause the patient harm.
  8. Do not change your pet's diet or give special treats. There will still be anesthesia in their system, and you do not want to cause them an upset stomach.
  9. You may feed them their regular diet:
    - a. If you are releasing same day – give ¼ of their regular food & resume normal feeding at breakfast the following day;
    - b. If you are releasing next day – your pet will be ready for breakfast when you get home.
  10. Your pet has a small tattoo next to the incision site. This indicates that your pet has been spayed/neutered should they ever become lost.
  11. If you should have any questions or concerns, please do not hesitate to contact us. Should you have an emergency after hours, please contact (*insert emergency contact here*).

### STEP 3: PROCESSING (SEE CLIENT FLOW MAP BELOW)

#### Staff #2 & #3:

- Have clients form two lines, one in front of each staff member;
- If client still owes, collect money and note on the pickup balance sheet with the amount and payment type;
- Have client initial bottom of the top sheet of admission form to pick up, then remove top sheet;
- Review pink sheet with client, pointing out written post-op instructions, list services received, weight, and any abnormalities notated by medical staff.
- If client wishes to purchase an e-collar, collect money, notate on pickup balance sheet, and put a paid sticker at the top of their pink sheet so that the medical staff retrieving their animal knows to fit the animal with an e-collar;
- Ask client to take pink sheet and step over to the door (LINE 3), so that a medical staff member can bring their animal out for them.

#### Staff #4 or #5 (Medical Staff):

- Check client's pink paperwork for the animal's first name and client's last name;

Retrieve animal from their kennel, and bring the animal to client (make sure to double-check the incision site before releasing).

### CLIENT FLOW MAP

