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Providing complete medical and surgical care for your animals needs since 1970

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AAH Internship Orientation Manual

Introduction:

Alpine Animal Hospital welcomes you to your internship!! We have put together some guidelines in this orientation booklet to provide you with the information you will need during your internship. We will work with you to make the year both an educational and enjoyable experience.

AAH Vision and Mission:

Our Vision –

We are a fully engaged team advancing the human animal bond. At the core of our operation is the value of our services, continual improvement and life balance.

Our Mission –

We are dedicated to the wellbeing of our patients throughout their lives. We use our knowledge and skills to provide the best possible care while balancing empathy for our clients and compassion for our patients. It is our intention to continuously improve by employing systems of management, business metrics and professional development.

To achieve our mission, we pledge to:

- Honor the patient's quality of life as our highest priority in decision making
- Communicate clearly with clients and coworkers, respecting individual and practical concerns
- Combine our talents and energies to create an effective team of dedicated individuals
- Collaborate with colleagues to optimize health care for our patients
- Provide animal health education for our community

In fulfilling our mission we will:

- Exceed client and coworker expectations whenever we can
- Emphasize the need for personal balance as well as professional growth
- Allocate our resources – people, finances, property, supplies and time – with efficiency, care and respect
- Remember that our most valuable resource is our people

Employment Expectations of the Intern

We expect our interns to conduct themselves in a professional and courteous manner when communicating with clients and staff. Please maintain clean professional attire when on duty. Be available for duties at the clinic each workday morning no later than 7:30am. If patients are hospitalized and need attention, please coordinate with the

primary care veterinarian and arrive earlier if necessary to perform their treatments. When on after hours emergency duty, always be available by cell phone or pager to respond to calls within 10 minutes of receipt of the page or phone call from the paging service or other primary on call veterinarian. Prior arrangements with the back-up on call veterinarian should be made for any special circumstances that may affect your ability to respond to any emergency in a timely manner.

After hours primary emergency duty will be borne by the intern; staff doctors will provide secondary backup coverage or simultaneous coverage as the intern's skill set develops and as cases dictate. Each intern will be scheduled three (3) out of four (4) weeks per month and three (3) week nights per week for either in house patient care and/or emergency duty. Please arrange personal and vacation leave in advance and in writing with the practice manager, specifically stating the dates of the proposed absence. Continuing education (CE) may occur in-house. Approved time for outside training will be considered independent of paid leave, and must be planned 60 days in advance. Request for CE reimbursement must be made in writing within fourteen (14) days. Approval for reimbursement is at the discretion of the employer.

Please contact our practice manager to fill out the appropriate employment records on or before your first day of work. You will also need to provide a copy of your driver's license, social security card and veterinary license. You are required to have a valid good standing driver's license to operate practice vehicles. Please also fill out the appropriate AVMA-PLIT insurance application for malpractice coverage and license defense coverage. Submit receipts for reimbursement to bookkeeping if you have purchased this policy already. Salary dispersal will be made according to the employee policy manual.

You will be required to work with other staff to clean up work areas, equipment and instruments immediately following procedures and when caring for hospitalized patients. This includes cleaning and grooming the animals on a regular basis. Patients should always be clean and presentable to their owners. Patient and facility cleanliness is a reflection on patient care and our high standard of care. The hospital intern is responsible for making sure assigned patients are ready for discharge.

Intern Responsibilities:

The intern is an integral part of the clinical team. Excellent patient care and client satisfaction are our most important goals. Please consider the following protocols when treating patients and communicating with clients.

- **Client Communication:**

1. Appointments – Initially the intern will ride accompany other staff veterinarians to their daily appointments. Below are some ways you can aid the veterinarian you are with to be more efficient:
 - a. Cooperate with technical staff to become familiar with equipment and ensure that the exam room or ambulatory vehicle is stocked with any supplies needed that day.
 - b. Pack or ready any extra equipment that is needed for the day's appointments. Verify that other doctors are not assigned the same equipment by reviewing the appointment book. Be sure there is enough time allocated for what is scheduled.
 - c. Restock any missing items from Bowie box.

- d. Be sure the doctor has forms needed for the day (Health Certificates, prepurchase forms, etc.), as well as their clipboard. Checking the day schedule the evening before will facilitate doing so.
- e. Review the schedule and map appointments so you can become familiar with our driving territory and call charge areas.

If working on your own with large animals off-site, plan out your driving route a day in advance. Double check your scheduled appointment sheet to make sure that each appointment has an address and phone number and whether the client's account is current and not overdue. Review previous history as needed in the patient's medical record. Work with the Lead Receptionist to confirm that all client account information forms are complete and on file. If you are running behind schedule be sure to alert the office so that they can inform waiting clients. In the field call your next appointment to give them an estimated time of arrival (ETA).

Once you start taking primary large animal emergency, you should become familiar with the list of situations and farms where you should always call your back-up for advice/assistance. This list will be provided to you before starting primary on-call. When in doubt, always call your back-up.

2. Calling Clients – When calling clients, always identify yourself and that you are from AAH. If you call a client to report lab work results, initial and date (ctrl D) the bottom right hand corner of the lab work form computer entry or on the appropriate lines. Any outside lab work can then be filed in the appropriate bin to be scanned and attached into the paperless medical record system.
3. Reports, Letters and Medical Records – If you are asked to write a report, discharge summary or letter, it should be reviewed by the primary veterinarian prior to sending/giving it to the client. All medical records are intended to be paperless within the Avimark software system. This includes both imaging studies, x-ray and ultrasound.

An animal report card, discharge instructions or dental sheet for dentistry is how we perform medical records and daily recommendations/treatments to our clients. A report card should be done for any animal you examine in the field. It should be done if at all possible at the time of the exam. If a client is not present or time does not allow it may be completed at the office and sent to the client via, mail, fax or email. Report cards are not necessary if you only briefly evaluate something or are asked a quick question by a client regarding their animal. Included on this report card should be the owner and patient information as well as a brief history, examination/procedure description, provisional diagnosis, and treatment plan. Fill in as much of the owner/patient information as possible. Using the organ system check list in the left column for those systems that are normal can help limit the amount of writing you have to do. Feel free to make drawings, especially of eyes, to help with your anatomical descriptions. It is essential that the treatment plan is legible and written so that the client understands the directions. A j-peg photo will be taken of each patient's head to attach to the Avimark medical records.

All charges need to be entered on the day of service and reviewed by the attending AAH DVM before posting. Daily charges for hospitalized patients need to be entered by five (5) pm each day hospitalized. If a stable has work done on two or more horses the respective owners should be charged equal split call charge fees.

Daily travel sheets, report cards and paperless medical record entries should be completed by 6:00 PM on the day the services are provided. The client is given the bottom yellow copy of the report card and the white copy is brought back to the office to be scanned into the medical record. All white copies of the forms, etc., should be handed in at the end of the day. These papers are then placed into the appropriate bins labeled at the front desk. Any payments are given to the front desk or office manager to be posted on that days transactions.

- **Case Management:**

1. Medical Records –Instructions for medical records for hospitalized patients located in the Employee Policy Manual and should utilize the S.O.A.P. method. All forms used in medical records are tagged with the appropriate treatment and diagnosis codes in Avimark. Examples of a variety of in-house patient medical records are available for review. They cover some of the more common treatment plans and the appropriate paperwork. Extras of each form can be printed out of Avimark when needed in advance or for weekend emergencies. These forms as well as report cards and client reports and Avimark entries serve as the medical record and must be completed legibly and on time. All appropriate hand written paperwork should be placed on the clipboard and kept outside the patients pen, cage or stall.
 - a. Intern Responsibilities – Every morning, all in house patients are TPR'd and daily flow sheets are reviewed. These tasks are done by the technician, extern and/or intern. Unless otherwise busy with calls or emergencies, the intern should help with AM treatments. Any PM treatments for which a technician is not available is also the responsibility of the intern, specifically late night treatments (10pm – 4am). The intern must also assure that treatment plans are written up for each in-house patient each evening for the following day and approved by the staff veterinarian. This may entail reminding the DVM in charge of the case to fill out the Clinician's Order Form or simply filling in the appropriate treatment form based on the orders. Either the intern or technicians will use these forms to fill in the barn/companion animal treatment sheets kept in their respective areas
2. Laboratory Forms – For all lab work requests, labels must be printed by entering the appropriate charges. The samples should then be placed in the appropriate plastic bins located in the pharmacy refrigerator or freezer door if necessary. All serum samples should be spun down before putting them in the refrigerator. Manure for fecal flotation can be placed next to the bins on the fecal counter. Below is a brief description for some of the more common lab work requested. For a more thorough and complete description of sample submission and paperwork, please refer to the Technician Procedure Protocols in Avimark "Questions and Answers" (Q and A).

- a. EIA/Coggins Vet Link AGID and Elisa– Please write all necessary information in the top removable portion of the form on the vet link web site. This is done so that the information can be printed on the form by a computer program. Information that should go on the form is the date, the veterinarian’s signature, and horse markings. The form is then printed, serum labeled and placed in a Fed Ex mailer for pickup or drop off.
 - b. If a Health Certificate is also being completed for the same horse, both forms should be placed in the patient records bin and fields with missing information highlighted to ensure forms are 100% complete before presenting them to the owners. In-state Health Certificates with no Coggins forms should be placed in the labeled bin on the front desk to be scanned to the medical records. Appropriate equine VS statements and permit numbers should be produced and added to the health certificate(s) for equine and companion animal patients.
 - c. Cytology/slides – If slides are made in the field, they can be left in the bins with the “tech lab dry erase” sheets and stained for review later. Be sure to give the lab tech all pertinent information including origin of the sample and which lab is to do the cytologic evaluation. We use several different labs including the An-tec lab in Memphis, Idexx and CSU for all samples sent out.
3. Euthanasia Forms – If you are faced with the unfortunate task of euthanizing an animal, please have the owner sign a euthanasia form prior to putting the animal down. This can be kept with the bill. We offer necropsy in appropriate situations.
4. Client Handouts – We encourage the intern to place a high value on client education. A variety of handouts are available to support these conversations. They are kept in several areas throughout the hospital, exam rooms and trucks. Some of the more common forms used include IM medication administration, IV fluid set-up and maintenance, and other aspects of patient care. You will become more familiar with these resources as you see patients with the staff veterinarians.
5. Hospital Newsletter - The intern is responsible for writing several articles for timely newsletters and clinic brochures throughout the year. We are interested in providing this information in a form that will both engage and enlighten through telling stories of success with our animals.
6. Letters to Referring DVMs – When patients are referred to our clinic from another veterinarian, we send a letter and discharge statement to the referring veterinarian. Templates can be found in the AAH files/DVM referral. The veterinarian you are working with will help you complete these forms.
- **Treatment/Clinical Protocols**
 1. Technician Protocol Manual – This manual is a complete instruction guide for almost all procedures and treatments performed in the clinic from lab work to setting up for a tracheal wash. Many parts of it are incorporated into the Q&A section of Avimark. Please refer to these resources for descriptions as to equipment and supplies needed for certain procedures.

2. Night Check – On nights when there are hospitalized patients, the intern will be assigned to do night check. This entails checking in on all in house patients between 6 pm and 12am. The amount of water, hay/grain and food consumed should be noted, as well as feces and urine production, and written in the record. The water should be refilled and the stalls/cages cleaned out. The intern is responsible for fulfilling the feeding schedule. This is a good time to assure that treatment plans are written for the following morning. Late evening treatments may also need to be done at this time.
3. Pharmacy – The pharmacy has the majority of the drugs/supplies necessary for re-stocking the trucks and exam rooms. The MSDS binders are located above the refrigerator in the SA lab. They are available for review and should be consulted if you have questions on a product. Some supplies are also kept in the lab areas and kitchen/laundry room and surgery areas where appropriate.
 - a. In House Medications –Drugs should be charged individually (per cc or tablet, etc). If the patient has drugs specifically assigned to it or it is a drug that we would not use on another patient, the entire container/tube is charged to the client. If an in house patient does have its own “supplies,” they are kept in a labeled plastic bin next to the patient during their hospital stay.
 - b. Re-order – The order list is located on the Head Techs desk and used to keep track of items that need to be ordered to re-stock the pharmacy. Keep in mind the seasonal quantities needed to keep on hand. If in doubt ask a staff veterinarian or the office manager. If you take the last of an item or if there are no more of an item currently in stock, please write the name of the item down and where it is needed.
 - c. Items Mailed to Clients – Items may be special ordered and directly drop shipped to clients. Inquire with the lead receptionist as to how to do this and how to determine appropriate charges.
 - d. Prescriptions must include the initials of the person filling the prescription before they are dispensed to clients.
4. Externs and Students – Throughout the year, many students and externs visit the clinic for practical experience. For safety and liability reasons, we have standards for what volunteers are allowed to do or help with based on where they are in their education. Please defer to the practice manager or senior staff veterinarian with you. Safety is always priority one.

- **Miscellaneous Protocols**

1. Regular Working Hours – The standard working hours are from 7:30am to 5:00pm, Monday through Friday and 8:00am to 2:00 pm on Saturdays. These are the hours that the phones are “on.” At all other times, phone calls to the main line (963-2371) are put through to the person on call or when a non-emergency, will allow a caller to leave a message.
2. Emergency Duty – Initially, all emergency duty will be on a “back-up” basis as indicated previously. This means that the primary vet on call will notify you to accompany him/her to any emergencies. You will be on back-up during the week and weekend according to the practice’s emergency schedule. Once you are ready, you will gradually take primary emergency duty and continue to have

back up on your assigned nights. You will always have another vet as your back-up. Refer to your contract for more details.

3. Veterinarian Schedule – A master daily schedule is kept in the front office. Any changes will be reflected on the master copy and those on the Google calendar.

4. Meetings

- a. Medical Rounds – Once a week veterinarians meet for both small animal and large animal rounds at 7:00am. The purpose of the meeting is to discuss cases, medical issues, educational topics, new protocols, departmental financials etc. Impromptu rounds may replace the scheduled rounds in a given week depending on case load
- b. Morning Rounds – All staff meet each morning at 7:30am to discuss the days patients, appointments and staff assignments. There may be some daily crossover between companion and equine patients that will affect the intern discussed at this meeting. The interns must remain flexible at all times as many circumstances can contribute to last minute schedule changes.
- c. Staff Meeting – Once a month all staff meet for two hours mid-day for hospital updates, internal training and communications, problem solving and team building. It is a good time to bring up any concerns/questions you may have that involve the staff or clinic.

The intern is expected to present a case studies on an interesting/challenging case throughout the year. This entails giving a brief overview of the case and a more in depth review of the disease/problem for about 10 minutes.

5. Reimbursement – If you incur expenses for Continuing Education (CE) or other approved reasons (meeting another vet to go to a call, CE, clinic errands, etc.), they must be submitted with receipts within 14 days for reimbursement. You will be reimbursed according to current clinic policy.

6. Practice Protocols-Please review the different departmental protocols with the CVT's and practice manager. Interns will be required to spend a short portion of several days in each of the main departments during their first month in the hospital. This will allow them to understand the scheduling and billing procedures of the practice and gain important information on where needed materials can be found, as well as gain insight from the office staff. Please treat the office staff with courtesy and respect at all times.