



Standard Operating Procedures



220 Mount Laurel Road
Mount Laurel, NJ 08054
p: 856-234-7626
f: 856-231-8393

| | | | |
|-----------------|----------------------------------|-------------------|-------------------|
| Name of Policy: | Specialty Surgery Outpatient SOP | Departments: | Specialty Surgery |
| Category & No.: | SPSX 1.1 | Effective by: | February 19, 2025 |
| Version No.: | 1 | Revision History: | Original |

Initial Consult

- Before the start of appointments, document any medications the patient is on, and review the vaccines and diagnostics in the patient record
- Check the patient's weight before bringing them into a room (this is for all patients)
- Obtain a patient history:
 - Why are we seeing your pet today?
 - Obtain a full history/presenting problem
 - Are there any known drug reactions such as oral medications or injectables (this can include vaccinations/monthly prevention)?
 - Are there known food/environmental allergies?
 - If so are they currently being treated?
 - Is there any previous medical history we should be aware of?
 - This includes chronic medical conditions, illnesses, a heart murmur, orthopedic concerns, past ER visits or surgeries
 - Is the pet on any current medications/supplements?
 - Have they had any bloodwork or diagnostics including radiographs/other testing done within the past year?
 - How are they with body handling?
 - Do they need a muzzle?
- Obtain vitals before leaving the room (TPR)

Tasks while the Dr. is talking to Owner

- Start invoicing charges
- Start an estimate (we have templates for most surgeries) and have the doctor approve it prior to giving it to the client
- Prep for blood work, diagnostics or any other procedures that may be performed
- Mark or note any behavior status information in the chart and any other pertinent information that can be used for future appointments.

- Review all patient charts and complete paperwork before end of appointment

Discharging Consult

- Go over the estimate with the owner, explaining the low versus high end, as well as deposit details
- Schedule the surgery with the owner if applicable
 - If the owner wishes to schedule later, give the owner a card for the doctor and the best contact email. Do NOT give a drop off time
- Discuss medications, pre-procedural medications and fasting with the owner
- Inform the owner that we will email a digital copy of a link for consent that needs to be filled out prior to the day of surgery
- Perform any pre-surgical diagnostics in the room with owner if you are able
- Approve the bill and walk the owner up front to check out
- Inform the doctor of the scheduled surgery date

Tasks for end of day

- Clean and stock exam rooms
- Clean and restock the bandage room
- Clean computer station outside of Room 23
- Take out all trash and sharps, if needed
- Input templates for the next day
 - call rDVMs for records if needed
- If you are done early, help surgery prep close down for the evening

2 Week Rechecks

- Have suture scissors, hemostats and a staple remover available in the room
- Obtain vitals in the room with the owner
- Obtain a patient history, including:
 - How has the patient done post-op?
 - Any concerns?
 - Is the patient still receiving oral medications?
- If a further recheck is needed, schedule an 8 week post-op recheck
- Give the owner two 8-week Rehab paperwork
- Approve the bill (free recheck) and walk the owners out of the building
 - Code: GARCONSP0

8 Week Rechecks

- Obtain vitals in the room
- Obtain a patient history, including:
 - How has the patient done post-op?

- How is the patient's activity level?
- How is the patient's leg usage?
- Is the patient still receiving oral medications?
- Take the patient for radiographs
- Approve the bill (free recheck and 8 week pre-paid radiographs) and walk the owners out of the building
 - Code: GARCONSPO
 - Rad Code: PREPAIDRADORTH08

Other Rechecks

- Obtain vitals in the room
- Obtain a patient history, including:
 - How is the patient doing at home?
 - Any concerns?
 - Is the patient still receiving oral medications?
- If > 8 weeks or a non-surgical appointment, put a recheck fee on the bill (GARCONREC)
- Approve the bill and walk the owner to the front desk