

The AAVEC Journey

Check-In to Check-Out

A Patient's Journey at AAVEC

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graph LR; A((Call or Referral)) --- B((Arrival & Triage)); B --- C((Diagnostics & Treatment)); C --- D((Discharge))
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Call or Referral

Arrival
&
Triage

Diagnostics
& Treatment

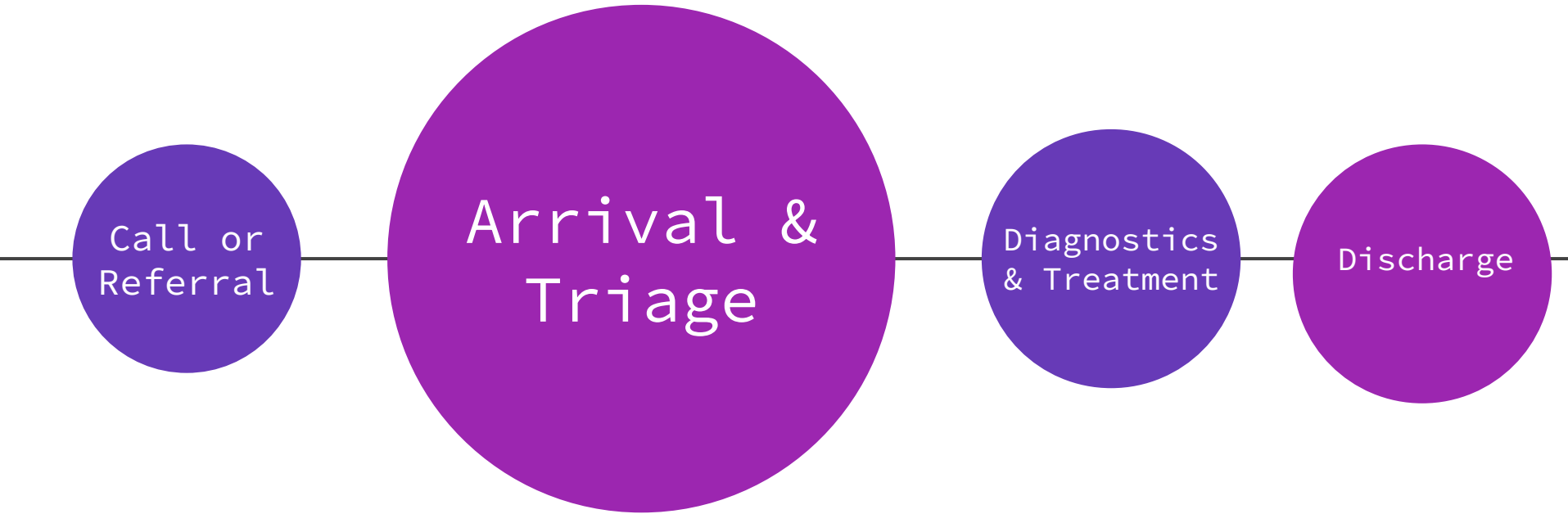
Discharge

Call or Referral

CSR

- Takes call from owner/rDVM
- May consult with ER DVM
- Explains hospital process and charges to owner
 - Consent upon triage (up to \$600-\$1000)
 - Rabies status of pet
 - COVID status
 - Wait times and expectations
- Enters owner and patient information into ezyVet
- Prints patient intake form
- Notifies Triage Tech of incoming emergencies
- Patient is listed in ezyVet as “In Transit”

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Arrival & Triage

Owner

- Calls to inform CSR they arrived, OR
- Enters AAVEC building lobby

CSR

- Moves intake clipboard to Exam Room 1 door file organizer
- Changes patient status in ezyVet to “In Waiting Room”

Triage Tech

- Goes to owner’s vehicle OR takes owner into Exam Room
- Gives owner forms to complete
 - Consent (3 levels)(also verbal)
 - Hospital policy/expectations
 - CPR Code status
 - History
- Performs a brief assessment of the pet and its condition



Stable Patient

- Introduce themselves
- Ask for brief history and description of problem
- Give owner paperwork to complete
- Obtain and record patient vitals

Critical Patient

- Briefly introduce themselves
- Explain we need to stabilize the pet right away and hand owner paperwork
- Rush the pet to the treatment room (carefully!) and get a doctor



4y MI Beagle
Torn dewclaw



11y FS Golden Ret.
Lethargic, pale gums



2y MN Great Dane
Retching, big belly



6y MN DSH
Straining to urinate



2mo FI Yorkie
Lethargic, V/D



1.5y MN DSH
Scratching at ears



10y FS DSH
Lethargic, drinking lots



5y MN Boxer
Seizure today



13y FS DSH
Ref: renal failure



1.5y MN Pit Bull x
Vomiting, got into trash
yesterday



8y FS Shih Tzu
Pale gums, bruised belly



10w MI DSH
Fell off counter, limping



8mo FI Dwarf Rabbit
Lethargic, no elims



9y MN Chihuahua x
BDLD, eye proptosis



7y FS Labrador
Limping RH, slow to rise

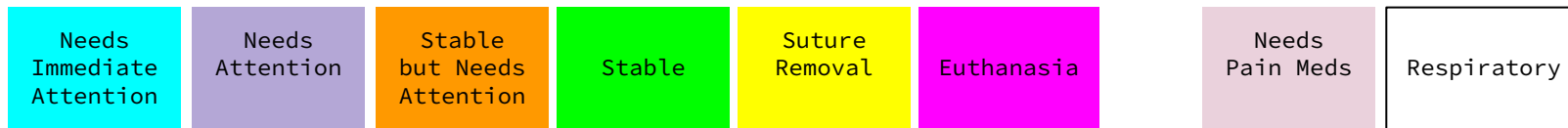


6y FS DSH
Dragging hind legs, crying

Triage

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- Obtain vitals (Weight, TPR, mentation)
- Enter information on intake clipboard and in SmartFlow
 - Triage time? Consent given? Other pertinent information.
- Assign color-coded triage level card and change color in SmartFlow



- Print cage card (with current weight), add appropriate stickers
 - “Caution”, “Will Bite”, “Seizures”, “Will Jump”, “Blind”, “DNR”, etc.
- Place e-collar as needed (fractious, protect from chewing)
- Take to Treatment Room and find suitable kennel
 - Stable and/or loud dogs can go to Back Runs
 - Cats in Cat Ward unless they need visual monitoring
 - Oxygen cages/tents
 - Isolation cases
- Add necessary treatments to SmartFlow
 - Visual checks, seizure watch (protocol), V/D checks, RR/RE monitoring, mentation checks, urination/straining monitoring (walk or remove bedding, use NoSorb)
- Notify Shift Lead/Float Techs about patients needing monitoring
- Put completed intake clipboard (with triage color card) in Dr. bubble

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Call or
Referral

Arrival
&
Triage

Diagnostics
& Treatment

Discharge

Diagnostics & Treatment

Float Technicians

- Responsible for monitoring patients on Triage Board
- Often hourly checks and q6h treatments

Doctors

- Examine patients based on triage priority and arrival
- Call owner and discuss plan
- Order diagnostics in SmartFlow

Float Technicians

- “Claim” treatments and perform required diagnostics
 - Bloodwork, Rads, Meds...
 - Procedures

- UO unblocking
- Laceration repair

Diagnostics and Treatment

- This back and forth between doctors updating owners, revising treatment plans, and ordering treatments in SmartFlow continues
- Ultimately, one of four outcomes:

Admit to
Hospital

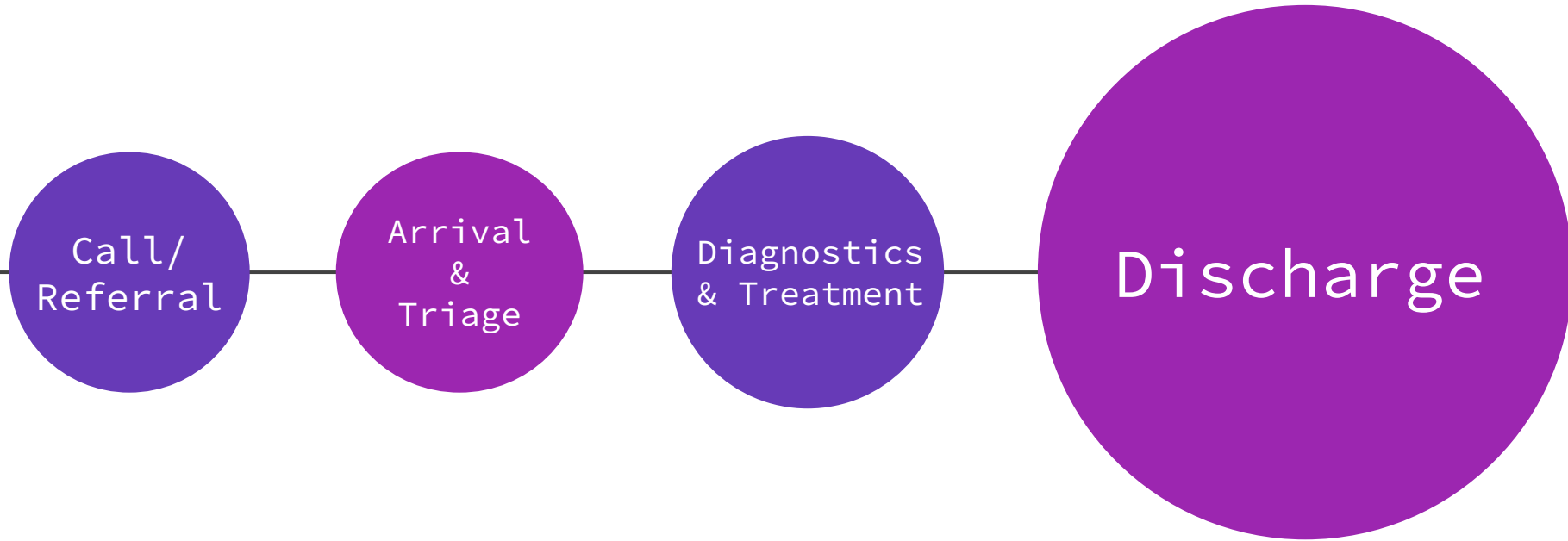
Outpatient
Treatment

Transfer or
Referral

Euthanasia

- Float technicians continue to monitor Triage Board
 - “Claim” patients admitted to hospital and perform necessary treatments (IVC, IVF, meds...)
 - If admitted, this patient will be rounded to the next ICU Technician
 - Complete outpatient treatments as required (SQF, meds...)
 - Be sure to indicate completion of outpatient treatments in SmartFlow
 - Prepare patients for transfer/referral or euthanasia as needed (IVC, etc...)
 - May transfer to another CVRC service, or another hospital
 - Prepare and deliver patient to Grief Room

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Discharge

CST

- Goes over discharge information and medications with owner (*out-patient)
- Changes patient's color to pink in SmartFlow
- Fills prescriptions/obtains medications from pharmacy
- Notifies Vet Admin that patient is ready for discharge (*in-patients)

OR

- Goes over transfer information with owner and obtains deposit
- Obtains euthanasia consent form from owner and discusses aftercare

Vet Admin, Triage Tech*

- Delivers patient to owner with receipt, discharges, & medications
- Answers any additional questions from owner

OR

- Assists in facilitating euthanasia

Let's Review

Triage, Triage Tech

When are initial vitals obtained?

Who does this?

CST (phone), Triage Tech (in-person)

Who is generally the first and last point of contact for an owner when they bring a pet to AAVEC?

Float Tech

Who is responsible for inpatient or outpatient treatments on patients while they are on the Triage Board?

Doctor

Who discusses diagnostics and treatment plans with the owner?

In-patient, Out-patient, Transfer, Euthanasia

What are the four typical outcomes for a patient that comes to AAVEC?

Doctors, CSTs

Who speaks to referring veterinarians regarding incoming cases?

Thanks!