

## **G. Pet Care Information**

Vaccinations can be faxed from a previous vet. Encourage new clients to take care of this as soon as possible to avoid possibly administering duplicate vaccinations.

### **Vaccination Protocol**

#### ***Puppy Vaccination Series***

- **Series One (6 weeks of age)**
  - DHPP/CV
  - Intestinal parasite screen
  - Heartworm and flea prevention (free dose in kit)
  
- **Series Two (9 weeks of age)**
  - DHPP/CV
  - Heartworm and flea prevention
  
- **Series Three (12 weeks of age)**
  - DHPP/CV
  - Leptospirosis
  - Rabies (RV)
  - Heartworm and flea prevention
  
- **Series Four (16 weeks of age)**
  - DHPP/CV
  - Leptospirosis
  - Heartworm and flea prevention--6 month supply if weight of pet allows

NOTE: Heartworm and flea prevention will be given based on current weight at each visit. Also, a Bordatella vaccination is recommended if the pet is to be groomed, boarded, or attend obedience training and the pet is at least 9 weeks old. The Bordatella is needed every 6 months for optimal protection. If a pet has not had the Bordatella vaccine in awhile or has never had it, we recommend they receive the vaccine 72 hours prior to boarding, grooming, or obedience training for maximum protection.

#### ***Annual Dog Vaccinations***

- **First Dog Annual**
  - DHPP/CV--Triennial
  - Leptospirosis--Annual
  - Rabies (RV)--Triennial
  - Intestinal parasite screen
  - Heartworm check
  - Heartworm and flea prevention--ongoing for optimal protection

- **Second Dog Annual**

- Leptospirosis

- **Under 5 years of age**

- DHPP/CV—Triennial
- Leptospirosis--Annual
- Rabies (RV)\*—required every three years by Texas state law.
- Heartworm and intestinal parasite screens are done at the pet's first annual vaccination then every other year after that as long as pet stays current on heartworm prevention. After a missed dose (if infected) it takes 6 months for heartworms to show up.

- **Over 5 years of age**

- DHLPP—Triennial
- Rabies (RV)\*—required every three years by Texas state law.
- Heartworm and intestinal parasite screens are done every other year as long as pet stays current on heartworm prevention. After a missed dose (if infected) it takes 6 months for heartworms to show up.

NOTE: Bordatella given every 6 months for optimal protection. Bordatella recommended if pet is to be groomed, boarded, or attend obedience training.

### ***Kitten Vaccination Series***

- **Series One (6 weeks of age)**

- FVRCP
- Intestinal parasite screen
- FeLV/FIV pre-vacc test
- Heartworm and flea protection

- **Series Two (9 weeks of age)**

- FVRCP
- FeLV
- Heartworm and flea protection

- **Series Three (12 weeks of age)**

- FVRCP
- FeLV
- Rabies (RV)
- Heartworm and flea protection

### ***Annual Cat Vaccinations***

- FVRCP--Triennial
- FeLV--Annual
- Rabies (RV)\*—Annual
- Heartworm and flea prevention--ongoing for optimal protection

Note: FIV vaccine not part of regular vaccination series; however, we recommend it for cats that are 8 weeks of age or older who go outside unattended, live with a cat that goes outside unattended, or live with a cat that has been diagnosed with FIV. If receiving the FIV vaccine, pet must be tested prior to initial vaccination. The initial vaccine is a 3-shot series given every 3 weeks; then boosted annually.

If the owner declines any vaccinations or tests, be sure to write that on the record. This lets the tech and doctor know what to prepare (ex.: ♂ declined FeLV).

- \* Rabies vaccination required every 3 years in Texas. However, if the pet may travel outside the U.S. (i.e. military, business/leisure travel, etc), we recommend the pet receives a Rabies vaccine every year as other countries require Rabies vaccination every year, including a look-back period of 1 year.
- \* For cats, the Clinic uses a cat-specific Rabies vaccine (PureVax) which reduces the risk of vaccine-induced sarcomas. This cat Rabies vaccine is only good for 1 year; therefore, cats need to receive this vaccine each year. An owner may have their cat vaccinated with a regular 3-year Rabies vaccine; however, it is important they understand the possible risk of vaccine-induced sarcomas using a regular Rabies vaccine on their cat.

## **Preventatives**

### ***Advantage Multi***

- Available in 6-month supply.
- Can be given to cat that is 9 weeks old and dog at 7 weeks old.
- Topical.
- Applied monthly.
- Kills adult fleas.
  - “Paralyzes” adult fleas by disrupting the nicotinic nerve receptors
  - Kills most fleas within 12 hours
  - Humans and animals have muscurinic nerve receptors; thus making the product safe.
  - NOTE: Clients may report fleas still in environment, but these should be dead or dying fleas. If not, please notify a doctor for further recommendation.
- Kills ear mites in cats.
- Has intestinal parasite protection for hookworms, roundworms, and whipworms.
- Has heartworm prevention.
- Little diminishment of product effectiveness with repeated bathing using grooming shampoo.

### ***Comfortis***

- Available in 6-month supply.
- Can be used in puppies (min. 3.3 lbs) and kittens (min. 2 lbs) as young as 14 weeks of age.
- Oral.
- Given monthly.
- Kills adult fleas.
  - Starts killing fleas within 30 minutes; 100% effective by 4 hours.

### ***Frontline Tritek***

- Available in 6-month supply.
- Can be used in puppies (min. 4 lbs) and kittens as young as 12 weeks of age.
- Topical.
- Given monthly.
- Kills adult fleas and ticks.
- Also contains an insect growth regulator (IGR)--keeps eggs larvae from developing.
- Kills chewing lice.
- Kills adult fleas and ticks in as little as 1 hour.
- Waterproof

### ***Heartgard Plus***

- Available in 6- and 12-month supply.
- Can be used in kittens and puppies as young as 6 weeks of age.
- Oral.
- Given monthly.
- Has heartworm protection.
- Has intestinal parasite protection for roundworms and hookworms.
  - NOTE: No protection for tapeworms which develop from eating fleas.
  - NOTE: No protection for whipworms, but manufacturer will pay for treatment if pet infected with whipworms while on product.

***Preventic Collar (DOGS ONLY)***

- Collar worn around the pet's neck.
- Can be used in puppies as young as 12 weeks of age.
- Lasts for three months.
- Kills adult fleas and ticks.
- Used most often as a treatment for pet's diagnosed with Demodectic mange in-between Mitaban dips since the ingredient Amitraz in the collar is a treatment for Demodectic mange.

***ProHeart6 (DOGS ONLY)***

- Injectable—based on pet's weight.
- Given every 6 months.
- Has heartworm protection.
- Is not yet labeled for intestinal parasite protection.
- NOTE: Pet needs to be over 6 months of age to receive this preventative due to pet's growth.

***Promeris (DOGS ONLY)***

- Available in 6-month supply.
- Can be used in puppies as young as 8 weeks of age.
- Topical.
- Applied monthly.
- Kills flea eggs.
- Kills adult fleas and ticks.
  - Kills most fleas and ticks within 12 hours.
- Little diminishment of product effectiveness with repeated bathing using grooming shampoo.
- Mainly used for treatment of Demodectic mange.

***Trifexis (DOGS ONLY)***

- Available in 6-month supply.
- Can be used in puppies as young as 8 weeks of age.
- Oral.
- Given monthly.
- Kills adult fleas.
  - Kills most fleas within 4 hours
  - NOTE: Clients may report fleas still in environment, but these should be dead or dying fleas. If not, please notify a doctor for further recommendation.
- Has intestinal parasite protection for hookworms, roundworms, and whipworms.
- Has heartworm prevention.

NOTE: Tick protection is recommended when a pet has ticks, lives in heavily wooded area, or spends time outdoors with owner hunting, hiking, at a lake, or other tick-infested place.

### Flea and Tick Preventative Chart

(Use this chart to help identify an appropriate flea/tick preventative for a client's pet.)

	<b>Comfortis</b>	<b>Frontline Tritek</b>	<b>Preventic (Dogs Only)</b>	<b>Promeris (Dogs Only)</b>
Flea Eggs	--	X	--	X
Flea Adult	X	X	--	X
Mosquitoes	--		--	--
Biting Flies	--		--	--
Ticks	--	X	X	X
Demodectic Mange	--		--	X
Oral	X		--	--
Topical	--	X	--	X

### Heartworm Preventative Chart

(Use this chart to help identify an appropriate heartworm preventative for a client's pet, noting some heartworm preventatives protect against other parasites.)

	<b>Advantage Multi</b>	<b>Heartgard</b>	<b>ProHeart6 (Dogs Only)</b>	<b>Trifexis (Dogs Only)</b>
Heartworms	X	X	X	X
Fleas	X	--	--	X
Ticks	--	--	--	--
Hookworms	X	X	--	X
Roundworms	X	X	--	X
Whipworms	X	--	--	X
Ear Mites	X	--	--	--
Injectable	--	--	X	--
Oral	--	X	--	X
Topical	X	--	--	--

## **Tapeworms/Heartworms/Lymes Disease**

### **Tapeworms**

- Pets get tapeworms from eating an infected flea. It takes several weeks (3-4 weeks) before the tapeworm shows up in the pet's stool (normally looks like grain of white rice).

### **Heartworms**

- Pets get heartworms from the bite of infected mosquitoes. Usually takes 6 months from the time the pet is infected until it shows up positive for heartworms on heartworm test (heartworm test checks for adult heartworms).

### **Lymes Disease**

- Pets are susceptible to Lymes disease from the bite of an infected tick. Symptoms of Lymes disease included joint pain, fever and lethargy. Current tick protection is important for pets exposed to tick environments such as hunting, camping, and heavily wooded areas.

### **Heartworm testing in cats**

Because there is no treatment for heartworms in cats, there is little benefit in testing a healthy, non-symptomatic cat. Heartworm testing is reserved for cats showing signs of possible heartworm disease. Even though there is no treatment for a heartworm positive cat, the test results at least gives the doctors and pet owner a diagnosis for the pet's condition and helps rule out other pulmonary causes. What the doctors do for a heartworm positive cat is put it on heartworm prevention to kill the L3 stage of heartworms (immature infective heartworm stage) that may still exist in the pet's system. Heartworm prevention helps keep this immature stage from maturing to adult heartworms. Because of the small size of a cat's heart, it does not take but a few adult heartworms to cause heartworm disease in a cat; therefore, it is important to keep the heartworm burden low as much as possible with heartworm prevention.

### **Criteria for Dispensing/Refilling Heartworm Prevention (HWP)**

- Pet needs to be at least 6 weeks of age before starting monthly heartworm prevention.
- If pet is younger than 6 months of age, no heartworm test is needed to begin heartworm prevention.
- If pet is older than 6 months of age and is starting heartworm prevention, a heartworm test would need to be performed before dispensing heartworm prevention.
- If pet has had a negative heartworm test in the last 2 years, you may dispense heartworm prevention. If doses have been missed, inform the owner a heartworm test will need to be done at the next annual visit or 6 months after restarting heartworm prevention.
- New clients need to provide proof of heartworm test within last 2 years before dispensing heartworm prevention.
- If calling another vet to confirm heartworm test, be sure to get the date the heartworm test was done and the results and record on pet's record. If client asks why need confirmation of

heartworm test, explain to them heartworm prevention is a prescription and requires a current heartworm test in order to be dispensed.

- Be sure to get the pet's current weight as heartworm prevention is dosed by weight.
- If unsure whether appropriate to dispense heartworm prevention, ask a doctor.
- Our goal is to educate clients on the importance of heartworm prevention and testing. Explain to them heartworm prevention helps keep their pet from getting heartworms which can cause heart and lung damage. Testing helps protect their heartworm prevention manufacturer guarantee. Also, early detection of heartworms helps us treat their pet earlier and minimize the effects on their pet's heart and lungs.

## **Spaying/Neutering**



- We recommend spaying (females) or neutering (males) pets between 4-6 months of age or when they weigh 4 lbs (whichever comes first); however, it can be done at any age on a healthy pet.
- Spaying and neutering helps reduce behavioral problems such as aggression, urine marking, and mounting.
- In addition, spaying eliminates ovarian and uterine cancer and reduces the risk of mammary tumors. Neutering eliminates testicular cancer and prostatic hyperplasia (enlarged prostate).
- Neutering also reduces perianal adenomas (tumor around the anus).

### **Feline Declawing and Other Options**

- Clients usually desire to have their cat declawed to protect household members from scratch injuries and/or to protect personal property.
- We do not advise an outdoor cat be declawed in order to provide the pet defense from other outdoor animals. If the client still wants the pet declawed, we recommend only having the front feet declawed to leave the back claws for some defense protection.
- If a cat is to be declawed, we recommend the procedure be performed between 4-6 months of age as younger cats tend to have less complications and recover quicker.
- Declawing involves surgical removal of the nail up to the first joint. The tissue is closed using an absorbable tissue glue. The paws are then wrapped and the pet confined to reduce complications post-operatively. Pain medicine is usually given for the first 24 hours and special litter is provided to help speed recovery.
- For clients seeking alternatives to declawing, we recommend frequent nail trims, carpeted or cardboard scratching posts, and rubber nail caps. Nail caps are claw-shaped rubber that is glued on to the nails after they are trimmed and need to be reapplied every 4-6 weeks.
- If a client chooses to have their cat declawed, we also recommend spaying or neutering the pet at the same time.

### **Canine Dewclaw Removal and Tail Docking**

- We recommend a puppy have its dewclaws removed (and tail docked if desired by the owner) between 3-5 days of age when no anesthesia is required. Between 6-14 days of age, these procedures can still be performed without anesthesia, but the cost is more to the client as by this age the puppy is more difficult to handle, taking longer to perform the procedure.
- After 14 days of age, these procedures are considered an amputation and require anesthesia. In most cases, the doctor will advise the client to wait until the pet has an anesthetic procedure done such as a spay or neuter and have the dewclaw removal and/or tail docking performed at the same time.

### **Baby Teeth**

- Puppies and kittens usually lose their baby teeth by age 6 months. If not, they are considered retained baby teeth and need to be professionally removed as retained baby teeth can cause problems with proper bite alignment as well as disease around the permanent teeth.

### **Pet Heat Cycles/Pregnancy/Body Temperatures**

### **Female dog heat cycles**

- Usually 2 times a year
- Typically start cycling after 10 months of age but can start as early as 6 months of age.
- Actively bleeding about 1 week.
- Cycle lasts about 3 weeks.

### **Female cat heat cycles**

- Usually about every 3-4 weeks during breeding season (typically spring and summer).
- Usually don't cycle the rest of the year.
- Cycle lasts about 3 weeks.
- Typically start cycling about 8-10 months of age, but can start as early as 6 months of age.

### **Pregnancy**

- Dog—62 days gestation.
- Cat —63 days gestation.
- X-rays can be taken after 45 days to determine litter size.
- Blood test available for dogs only, performed at 21 days.

### **Normal Body Temperature Ranges**

- Dog—100 to 102° F
- Cat —100 to 102° F

### **Boarding Pets**

Reservations are usually needed in order to ensure space is available for a client's pet. However, if space is available, a pet may be boarded without a reservation. Boarding pets can be brought in and picked up anytime during regular business hours.

Print out boarding form ahead of time and put a note on it if the pet needs vaccinations or other health care products or services. Also prepare cage cards ahead of time (remember to green line any aggressive pets). All boarding pets need to be current on all vaccinations (including Bordatella vaccine for dogs). If not, please advise client of needed vaccinations. Explain to them we will need to do the vaccinations while the pet is here if the pet is not current.

### Required Minimum Vaccinations for Boarding

Dog	Cat
<ul style="list-style-type: none"> <li>• Rabies (RV)</li> </ul>	<ul style="list-style-type: none"> <li>• Rabies (RV)</li> </ul>
<ul style="list-style-type: none"> <li>• Canine Distemper (DHPP)</li> </ul>	<ul style="list-style-type: none"> <li>• Feline Distemper (FVRCP)</li> </ul>
<ul style="list-style-type: none"> <li>• Bordatella (every 6 mos)</li> </ul>	

NOTE: There may be times a pet is not required to be current on vaccinations for boarding. However, this is at the doctor's discretion based on the pet's health status.

Please write down on the boarding form and the front of pet's record any services the client requests. **Also, be sure client or you lists any items left with pet while boarding.** Try to give the leash to the client to take back with them. If client leaves it, label and put on rack in dog area. If the client is taking the leash and/or collar home with them, please note this on the boarding form so when they pick up we will know this item was not left with the pet. Have client fill out and sign the boarding form.

NOTE: Label all pets' items including instructions left for the Animal Caretaker and place in kennel area.

NOTE: If a client brings their pet's bed to be put in the cage with the pet and the bed is too large to have it, as well as food and water, in the cage, explain the situation to the client. Let them know we would like to accommodate their wishes but there just isn't enough room in the cage and we will not be able to keep the bed here. If the client wants to bring the pet's own blanket or towel, let the client know that we have towels we can use. Also, let them know by leaving their blanket or towel that it may be a while after the pet has left for us to get the blanket or towel back to them since we need time to clean it. If the client still wants to leave the blanket or towel, be sure it is listed on the boarding form so it may be returned to them when picking up the pet or soon after.

In the pet's record enter how long the pet is boarding, if it is to receive a free boarder bath (3 nights or more), and any other services/vaccinations to be performed while the pet is boarding. Also, write all medications and food brought with the pet on the record. Use cage card stickers to indicate any special needs for pet.

Weigh the pet upon arrival and put the cage card in the front of the pet's cage once you have put the pet in the appropriate cage size. Put the pet's record in the appropriate acrylic wall pocket (in treatment area next to telephone).

When they pick up their pet, have the client pay first. Then get the pet from the kennel area.

Before releasing a boarding pet, check the boarding form for all items left with pet during stay and make sure to notify kennel or technician of these items. It may be necessary at times to gather these items yourself. The important thing is to **return all items to the owner**.

Dogs get a free bath if they board at the clinic 3 nights or more. A cat staying 3 nights or more may also receive a free bath at the owner's request.

If the pet was bathed, be sure the pet is clean and smells fresh before bringing the pet up front to the owner. If not bathed, be sure the pet does not have urine or feces in its fur. We strive to keep pets clean; however, it is important to keep in mind boarding pets are in a confined area and are more prone to urinating and defecating in their cage, even when taken outside for potty-time.

At times, a client may appear to be in a hurry when picking up their pets. This may not necessarily be the case. To be sure we provide quality service to the pet and the owner, tell the owner that the pet was bathed (if bathed) but we would like to check the pet over to make sure he/she is clean before bringing up front and ask the client if they have a few minutes for us to do this. This shows the client we respect their time, but also indicates we have a quality standard for their pet. Keep in mind, clients want top quality care for their pet, and they expect us to provide it; therefore, are usually willing to wait a few extra minutes to make sure their pet is taken care of. If the client declines, at least they had the opportunity and it lessens any complaint should they notice a problem later at home.

An alternative approach is to let the client know their pet was checked over and appears to be clean, but to please call us if they notice any problems when they get home. This, again, lets the client know we care about their pet, yet gives them the opportunity to respectfully discuss any problems they may notice after getting home with their pet. Please be sure, though, that the pet was checked over. To miss an obvious problem undermines the staff and clinic's credibility.

While we do offer to bathe pets boarding 3 nights or more, sometimes a client may indicate an early Monday morning pickup time. In such cases, the pet is typically bathed on Saturday. It is possible the pet could become soiled after the bath. This is why it is important we check the pet before release. Should it be noticed that a pet is soiled, explain the pet's condition to the owner and offer for them to bring back the pet for a complimentary bath at a later time, leave the pet to be bathed or wait to have it bathed now. If the client would like to have the pet bathed now, just make them aware the pet will be towel-dried but will still be damp. If needed, offer the client an old towel from the clinic to put on their car seat for the trip home after the bath. (FYI: We have a limited supply of clinic towels, so this option should be used very sparingly.)

## **Grooming Pets**

We offer limited grooming services to pets. Examples of grooming services available at the Clinic are:

- Baths
- Body Shaves
- Sanitary Clips (clip hair around anus)
- Nail Trims
- Express Anal Glands
- Clean Ears
- Pluck Ear Hair

Pets to receive grooming services such as a bath or mitaban dip need to be dropped off between 7-9 a.m. All grooming pets need to be current on vaccinations. If not, please advise the client of needed vaccinations. Explain to them we will need to do these vaccinations while the pet is here if the pet is not current.

#### **Required Minimum Vaccinations for Grooming**

<b>Dog</b>	<b>Cat</b>
• Rabies (RV)	• Rabies (RV)
• Canine Distemper (DHPP)	• Feline Distemper (FVRCP)

NOTE: There may be times a pet is not required to be current on vaccinations for grooming. However, this is at the doctor's discretion based on the pet's health status.

Print out grooming form ahead of time and put a note on it if the pet needs vaccinations or health care products or services. Also prepare cage card ahead of time (remember to green line any aggressive pets).

For pets receiving a bath, please notate on the pet's paper record of any additional services such as nail trim, express anal glands, etc. that the client has requested. The technicians prefer to perform such services prior to bathing the pet.

When they pick up their pet, have the client pay first. Then get the pet from the kennel area.

#### **Pets Having Procedures**

- All procedures need to be here between 7-9 a.m. on the day of surgery (this is to allow time to get the pet's catheter in and have time to perform the pre-op bloodwork and get the results). Pets brought in for dips need to be in by 9 a.m.
- Sometimes the doctors will allow a patient to be dropped off after 9 a.m. The doctor will give the client a specific time to have the patient here—only for special cases.
- All procedures (except ill pets) need to be current on vaccinations. If not, please advise client of needed vaccinations, and that they will need to be given while the pet is at the Clinic.

### **Required Minimum Vaccinations for Procedures**

<b>Dog</b>	<b>Cat</b>
• Rabies (RV)	• Rabies (RV)
• Canine Distemper (DHPP)	• Feline Distemper (FVRCP)

NOTE: There may be times a pet is not required to be current on vaccinations for procedures. However, this is at the doctor's discretion based on the pet's health status.

- Print hospitalization form and prepare cage card ahead of time, noting if pet needs vaccinations.
- When client arrives with pet, have client fill out the hospitalization form. Ask client to write phone number where he/she can be reached that day. The doctor will call them at this number should they have any questions as well as to notify them after the procedure.
- For anesthetic procedures, inform the client that we will call them after the procedure to let them know how the procedure went and when they can pick up their pet.
- Weigh the pet upon arrival (unless in a carrier) and put in an appropriate size cage, placing the cage card on the front of the cage. Place the pet's record in the Surgery/Procedure acrylic tray (located in treatment area next to telephone).
- When the patient is being picked up after the procedure, get the patient record, check to see if there is anything that is written on the record that is not in the computer, and make sure all the medications the pet is suppose to have are given to the client. **Once everything is in IntraVet, have the client pay.** Then get the pet.
- Surgeries are done Monday – Friday.
  - Preoperative bloodwork is required for anesthesia procedures. This bloodwork generally tests for electrolyte levels, blood cell counts, proper functioning of the liver and kidney as well as for diabetes.

### ***One-Day Procedures***

Examples of one-day procedures are dentals, neuter, spays (in most cases spays are a one-day procedure), skin tumor removal, etc. The pet will usually be ready to go home after 4 p.m. unless the patient is not fully recovered from the effects of the anesthesia. In that case, the owner may be asked to pick up the pet later. The doctor will call owner after the procedure is over to let them know how it went and when the owner can pick up the pet.

### ***Procedures Requiring the Patient to Stay Overnight***

Cat declaws require an over-night stay. Also, sometimes cat or dog spays may also need to stay overnight. The pet may be picked up after 10 a.m. the next morning to give the doctor a chance to check the pet before it goes home.

### **Microchipping**

Microchipping a pet helps with the recovery of a lost pet. The microchip is a small device inserted under the skin of an animal which has an identification number embedded in it. This number can be detected with the appropriate scanner. Animal shelters are equipped with these scanners and typically scan each pet coming into their facility. Once detected with the scanner, the AKC Recovery Service is notified with the number. They will in turn look up the owner's information for the pet. Therefore, it is important an owner who has had their pet microchipped register the pet with the Recovery Service.

Free microchip—Cats who receive 3 FIV vaccines receive a free microchip. If client prepays for 3 FIV vaccines, pet receives free microchip with first FIV vaccine. Otherwise, the free microchip will be given after the third FIV vaccine. (The reason we want to microchip pets who receive the FIV vaccine is because they will test positive on FIV tests. Since such tests are often done at animal shelters, the microchip helps identify the pet and avoid possibly having the pet euthanized because of a positive FIV test.)

## **Registering Pets' Microchips with HomeAgain**

### **Client Pet Enrollment**

- Once the client has been invoiced, and has paid for, their pet's HomeAgain registration in IntraVet, have the client complete the HomeAgain microchip registration form.
- Go to [www.homeagain.com](http://www.homeagain.com).
- Once on the home page, click on "For Vets" in the upper right hand corner of the screen.
- Login Information:
  - Username: 1551491
  - Password: wilson49
- Once logged on to account, select "Manage HomeAgain Business" in the left column. Then select "Enroll Patients Online" in the left column.

### **Step 1: Enter Owner Information**

–Enter information as shown on HomeAgain Registration form.

(Note: Under pet's name, enter pet's name & owner's last name-example "Fluffy" Smith)

–If more than 3 pets, select more pets.

–Once all pet information is entered, select Checkout.

### **Step 2: Checkout**

–Click box to agree with statement.

–If more registration forms (for different client), select "Add another owner."

–If finished, select Checkout.

### **Order Confirmation**

–Once confirmation page is received, select "Log Out."

–Initial and date HomeAgain registration form to show it has been entered online, and file in HomeAgain folder.

NOTE: All HomeAgain microchips sold at the clinic are tied to HomeAgain's clinic enrollment. Therefore, all microchips sold through the clinic and registered will be charged back to the clinic at



the time of enrollment. This means that if a client microchips their pet through the clinic, they **MUST** also register the pet and pay the registration fee through the clinic. Although they **COULD** register the pet's microchip on their own, the clinic will be charged for the registration regardless, so we need to collect the registration fee from them upfront.

## **Staff Pet Enrollment**

HomeAgain offers a special discounted membership rate for clinic staff members' pets.

To enroll pets at the clinic staff discounted rate:

- Login to the Vet portal as above, and select "Staff Center" in the left column. Make sure you are in the list of staff members. If not, add yourself as a staff member.
- Make sure the email address provided is your **personal** email address, as this is the one that HomeAgain will use to recognize you as a clinic staff member (eligible for the discount) on the public and pet owner areas of the Home Again website. It is also the email address Home Again will use to communicate with you about your pets.
- Exit the Vet portal and go to the home page of [www.homeagain.com](http://www.homeagain.com) and enroll your pets using the same email address you signed up with on the clinic's Vet portal.
  - New Home Again account:** If you do not already have a personal online HomeAgain account, you will be asked to create an account as part of the pet registration. Be sure to register using the same email address you listed under the Vet Portal so you can receive the staff member rate.
  - Existing Home Again Account:** If you already have a personal online HomeAgain account, login to your account and check that your email address matches that on the Vet Portal. If so, you can register your pet's microchip and be charged the staff member rate.
  - Once you have a personal HomeAgain account setup, you can manage your pets online.

## **AVID Microchips**

At times a client may provide information that their pet is already microchipped with an AVID microchip. Please add this information to the pet's IntraVet profile so we can search for this information in the event they are picked up as a stray. To enter the AVID microchip number, go to Edit Patient, click on the Setup tab and enter AVID 12345678 (i.e. the AVID microchip number) in the Patient ID field. It is important to enter AVID with a space before the microchip number so it can be found on a search.

## **City Registrations**

- ***San Antonio City Registration***

The city of San Antonio requires all pets be registered with Animal Care Services (ACS). In order to register an animal with ACS, the pet must be current on Rabies vaccination. Listed below are the ACS pet licensing fees after September 30, 2010. Owners may complete the licensing form and pay the fee online. However, the owner will need to provide ACS with proof of Rabies certificate in person, by mail or fax.

Animal Care Services  
4710 State Highway 151  
San Antonio, Texas 78227  
210.207.4PET  
FAX 210.207.6673

PET LICENSE FEES after September 30, 2010 are as follows:

	<b>DOGS</b>	<b>DOGS</b>	<b>CATS</b>
	<b>Spayed or Neutered</b>	<b>Unsterilized</b>	<b>Spayed, Neutered or Unsterilized</b>
<b>1 yr</b>	<b>\$5</b>	<b>\$50</b>	<b>\$5</b>
<b>2 yr</b>	<b>\$10</b>	<b>\$100</b>	<b>\$10</b>
<b>3 yr</b>	<b>\$15</b>	<b>\$150</b>	<b>\$15</b>

For more information on San Antonio city registration, visit  
<http://www.sanantonio.gov/animalcare/licensing.asp>

- ***Shavano Park City Registration***

- Shavano Park residents may complete the Pet Documentation Project forms at the clinic or obtain a copy online at <http://www.shavanopark.org> (Pet Documentation Project→Documentation Forms).
- Whether completed at the clinic or dropped off, fax the completed forms to the Pet Project Coordinator (currently Michele Ryckman at fax 866-536-6461). **BE SURE TO CALL MICHELE RYCKMAN FIRST at (210) 493-9812 since the fax goes to her friend's email which is then forwarded to her.**
- To assist Michele Ryckman, also email the picture of the animal to [shavanopetfind1@aol.com](mailto:shavanopetfind1@aol.com). Use the animal's name and owners last name as the description of the photo so the picture can be added to the Pet Project.
- If the pet is already registered with the Pet Project but does not have a picture on file with the Pet Project, email the picture as described above.

### **Health Certificates**

Owners will sometimes need health certificates when traveling with their pet. Such times can occur

when the pet will be traveling by plane or going to another country. For pets traveling domestically (within the continental U.S.), a standard Interstate Health Certificate for Dogs and Cats can be used. This certificate must be completed within 10 days of travel date, and the pet must be seen and current on vaccinations to receive this certificate. Interstate health certificates are located in the receptionist's file drawer.

For pets traveling outside the U.S., ask the owner to contact the airline and the U.S. Dept. of Agriculture. Such instances often require an international health certificate and/or additional documentation/requirements (ex., Hawaii has very strict regulations and documentation requirements).

### **Inactive or Deceased Pets**

At times an owner may inform us their pet has been given away, has been lost for some time with no

expectation of return, has died or been euthanized (at the Clinic or other veterinary clinic). In such a case, be sure the pet is inactivated in IntraVet. This will prevent a reminder from accidentally being sent for this pet. Also, write the reason for the pet being inactivated on the pet's record in the "Special Instructions" section and file the pet's record in the Inactive/Deceased Pet Records of the filing cabinet located in the doctor's office. Be sure the client has paid any balance due for this pet before placing the record in this filing cabinet. If the client has a balance due, place the record in the A/R tray at the receptionist counter.

For euthanasias or cremations done at the Clinic, the pet is usually automatically inactivated in IntraVet upon conclusion of the invoice for these services. You will know the pet has been inactivated when the pet's name changes from black to red in the pet listing. If not, you will need to manually inactivate the pet. You will also need to manually inactivate the pet for other reasons as indicated above.

To inactivate a pet in IntraVet:

- Click on Client at the top of the menu bar
- Select Patient Status from the drop-down list
- On the Patient Status screen, enter in the client and patient information where indicated
- In the Status box, arrow down or F3 to select the appropriate status option
- Click the Change Status button
- Close the screen
- You will notice the pet's name is now red, indicating the pet is inactive
- You can use the same process to reactivate a pet that was inadvertently inactivated

Should you come across a pet whose name is in red and you want to know why the pet was inactivated, you can look at the bottom of the client screen to see the pet's species, sex, inactive reason, and date inactivated.

FYI: For pets being privately cremated, you may leave the pet's invoice saved temporarily in IntraVet until the client comes to pick up the pet's ashes at which time the client should pay. For pets being communally cremated, the invoice should be concluded right away and sent to the client along with a self-addressed stamped envelope 3-5 days after the condolence card is mailed.

### **Animal Care Services for City of Shavano Park**

In order to reduce the stray pet population in their area, the city of Shavano Park has contracted with

the clinic to provide animal care services for stray pets found in their city limits.

## **A. Elements of Shavano Park Animal Care Services Agreement**

### Services Provided by Clinic

The clinic is to provide safe/clean housing, food/water and medical care as needed for stray animals found within Shavano Park city limits. For unclaimed stray animals, medical care services will be provided free of charge for up to 4 injured Shavano Park stray animals per contract year. For animals claimed by their owner, any services performed will be charged to the owner.

### Types of Animals Accepted

- Dogs
- Cats

### Receiving Stray Animals

- During City business hours, either a resident of Shavano Park or a member of the City (i.e. police) may bring an animal found stray in Shavano Park to the clinic to care for until the owner can reclaim the animal.
- After City hours, either the resident can bring the animal to the clinic or a member of the clinic will pick up the contained animal.
- For emergency services to an injured stray animal, the response time is to be less than 1 hour.

### Hours for Picking Up Stray Animals

- Hours of pick-up/drop-off during regular clinic hours
  - Monday-Friday 7:00 a.m.-7:00 p.m.
  - Saturday 9:00 a.m.-1:00 p.m.
- On-call after-hours pick up services
  - Animals found after the clinic closes but before 10:00 p.m. will be picked up within 2 hours unless an emergency situation where the animal's life is in danger in which case pick up is to be within 1 hour.
  - Animals found after 10:00 p.m. will be picked up by 9:00 a.m. the next day unless an emergency situation as described above occurs.
- The animal must be contained (for example: in a backyard, garage, crate, etc.) in order to pick it up. We will not be able chase or search for the stray animal.

### Time Limit on Keeping Stray Animals

The Clinic will keep the stray animal for 5 days to allow the owner time to reclaim the animal. After 5 days, the animal may be adopted out to a resident of Shavano Park at the current adoption fee. If the animal is not claimed nor adopted by 7 days, the animal will be transferred to the Humane Society of Bexar County or other rescue agency.

## Payment for Services

A monthly invoice is to be issued to the city of Shavano Park for animal care services provided each month.

**NOTE: The information above summarizes the elements of the Shavano Park Animal Care Services Agreement. The information below provides the details on how to implement the elements of the Agreement.**

## **B. Clinic Processing of Shavano Park Stray Animals**

### Acceptance of Animal

- The person bringing in the stray animal needs to complete the top section of the Shavano Park Stray Animal Form (SPSAF)--see below for details of SPSAF. This information helps us identify where the pet was picked up which may help find it's owner. If person (i.e. police) does not have time to complete the form, ask them to call back later with the information. If you do not hear back from them within 24 hours, please call them to get the information.
- Scan the animal for a microchip and check the animal for any identifying contact information tag.
- Take a picture (make sure it's a clear picture that could be used to identify the animal).
- Email the information from the SPSAF and picture of animal to the Pet Project Coordinator (currently Michele Rickman @ [shavanopetfind1@aol.com](mailto:shavanopetfind1@aol.com))
- Create a computer record for the animal under Shavano Park, City of account #9500. If name of animal unknown, name the pet by Breed and Color (ex: Lab Mix Yellow). If the animal's name is known, enter the animal's name and owner's last name (ex: "Puppy" Smith) in the computer for the City.
- Place the animal in a cage/run in the kennels. Leave the SPSAF and Pet Documentation Project form (see below) in the Boarder/Grooming rack on the wall in the Treatment Room. A doctor will examine and treat the animal for any noticeable health problems and parasites.

### Shavano Park Stray Animal Form

- As noted above, the person bringing in the stray animal needs to complete the top section of the Shavano Park Stray Animal Form (SPSAF).
- Attach Pet Documentation Project form to SPSAF as a reminder to be sure the animal is registered with the Shavano Park Pet Documentation Project upon release.
- At the top right-hand corner of the SPSAF , write the stray animal's breed and color for easier identification.
- If medical services are performed for the stray animal, create a patient paper record for the animal so the medical services can be officially recorded. Attach the SPSAF to the patient record. ***If NO services are being performed, then NO patient record needs to be created.***
- Once the animal is released or adopted, complete the SPSAF to detail what services were performed and the final destination of the stray animal (i.e. picked up by owner adopted, released to Humane Society, etc.). Be sure to provide specific information on the SPSAF regarding the final destination of the pet--example: name, address, phone number, account

number, etc. File the SPSAF in the Shavano Park folder for record keeping purposes.

### Releasing Animal to Owner

- If a good contact information tag or microchip is found on the animal, the owner is to be notified.
- When the owner picks up the animal, all charges for services rendered are to be paid by the owner (i.e. flea medicine, rx medicine, wound care, etc.).
- Owner will need to provide proof of Rabies vaccination before the animal can be released; otherwise, a Rabies vaccine will be given to the animal upon release and charged to the owner at the current Rabies vaccination fee.
- Stray animals claimed by residents of Shavano Park receive 1 night of boarding at no charge. If the animal is registered with the Shavano Park Pet Documentation Project (Pet Project), the animal may receive up to 3 nights of boarding at no charge. Any nights beyond the complimentary boarding are to be paid by the owner at pick-up. If the owner who is a resident of Shavano Park registers the animal in the Pet Project at the time of pick-up, the first 3 nights of boarding will be free. This is to encourage registration in the Pet Project.
- Under the Shavano Park account, invoice a NOTES line saying who the animal was released to, the current address and phone number(s) of the owner. Example invoice below:

NOTES Released to Amber Smith  
1234 Street Name, 78231  
(210) 123-4567, (210) 891-2345

- If we provide the animal with a Rabies vaccine or any other services, the owner needs to fill out a New Client Form and we will transfer the pet from the Shavano Park account to the owners account. Once the pet is under its owners account, invoice the Rabies vaccine and/or other services.
- If the animal is a current patient at the clinic, then delete the pet under the Shavano Park account and invoice the services under the client's account.

### Registering Pet with Pet Documentation Project

- When the owners come to claim their animal, ask them to fill out the Pet Documentation Project forms. Once the form is completed, fax the completed forms to the Pet Project Coordinator (currently Michele Ryckman at fax 866-536-6461). **BE SURE TO CALL MICHELE RYCKMAN FIRST at (210) 493-9812 since the fax goes to her friend's email which is then forwarded to her.**
- To assist Michele Ryckman, also email the picture of the animal to [shavanopetfind1@aol.com](mailto:shavanopetfind1@aol.com). Use the animal's name and owners last name as the description of the photo so the picture can be added to the Pet Project.
- If the pet is already registered with the Pet Project but does not have a picture on file with the Pet Project, email the picture as described above.

### Adopting Animal to Resident of Shavano Park or NonResident

- If the animal is unclaimed after 5 days, a resident of Shavano Park may adopt the animal at the

current adoption fee.

- The normal adoption services will be performed.
- Under the Shavano Park account, make a NOTES line saying that the animal has been transferred to DeZavala Vet Adoptions or saying who the animal was adopted to--referencing the account number as well. If transferring the unclaimed pet to DeZavala Vet Adoptions, add a NOTES line on Shavano Park invoice with the dates the pet was kept in the boarding facility to show the pet was unclaimed for at least the 5 days.

**EXAMPLE:**

NOTES Transferred to Adoptions

NOTES Bd from 1/15-1/22/11

- After concluding the Shavano Park NOTES invoice, move the animal from the Shavano Park account to the Adoptions account or to the new owner account (if new client, create a new client account as usual).
- Invoice any adoption services performed under the Adoptions account or new owner account.
- If the adopting owner is a resident of Shavano Park, have the new owner complete the Pet Documentation Form so the pet can be register in the Pet Project.
- NOTE: If after 7 days, the animal is not claimed or adopted by a resident of Shavano Park, a nonresident may adopt the animal. Otherwise, the animal will be transferred to the Humane Society of Bexar County or other rescue agency.

Releasing Animal to the Humane Society or Other Rescue Group

- If the animal is unclaimed or not adopted by 7 days, the animal is to be transferred to the Humane Society of Bexar County (or other rescue group) by a member of the Clinic.
- Under the Shavano Park account, make a NOTES line that the stray animal was transferred to the Humane Society (or other rescue group), including the date of transfer and number of days boarded at the clinic.
- After concluding the Shavano Park invoice, move the animal to the Humane Society account. Inactivate the animal under the Humane Society account once picked up.
- Humane Society Contacts: Cynthia Martinez 210-226-7461 ext. 121, or Sara Piffen.
- Additional Adoption Contacts:

-Dagi Henry at SNIPSA 210-289-4463 or 210-691-3403  
(Note: they will not take any aggressive animals.)

-Denise Duchaine at SCAT (cats only) 210-363-8010

Non-Client Strays

To help keep the Shavano Park account cleared with picked up strays, we have created a new client account #9501 "Strays Picked Up--Nonclients." This account was created for those situations where a stray is picked up by its owner who does not live here or is otherwise not a client of the clinic. However, any services (i.e. vaccs, tests, meds, etc.) that were performed for the pet need to be maintained for future reference and record-keeping. This account can be used for other nonclient



stray situations as well, not just Shavano Park.

NOTE: Regardless of where the stray pet ends up, the pet should not be left under the Shavano Park account once the animal has left the clinic. The animal will either be deleted from the Shavano Park account or transferred to another client account (including Adoptions and/or rescue accounts).

#### Monthly Shavano Park Statement Processing

- On the first of each month, create and send a statement to Shavano Park for the animal care services provided in the prior month. A code has been set up in the computer for this charge--code 7900 Animal Care Services--Monthly for \$1000. Add a NOTES invoice line with dates of service (ex: 3/1-3/31/09).
- Just print one statement for their account. Send all pages of the statement so they will have a record of all stray animals processed during the invoice month.
- Provide a copy of the monthly Shavano Park services statement (including detailed section) to the Practice Manager.
- Shavano Park has 30 days from receipt to pay the invoice. The Shavano Park account is set up with No Interest; however, if they do not pay after a couple of months, let the Practice Manager know so he/she can be sure they received the prior month's bill.
- Upon receipt of payment from Shavano Park, add the check number to the payment description line.

#### Record Keeping

- The Practice Manager will retain a copy of the monthly Shavano Park statements for 3 years. In addition, the Shavano Park Stray Animal Forms (SPSAF) are to be retained for 3 years in the Shavano Park folder.

#### Pet Pictures

Uploading and Emailing Pictures

1. After you have taken a clear picture of the animal with the Clinic camera, use the USB cord in the front of the camera case to plug the camera into the USB slot on the front of the CPU tower. Plug the other end of the cord into the USB slot of the camera.
2. Press the power button on the camera.
3. A window titled "Removable Disk ( x )" will pop up. Double-click "Copy pictures to a folder on my computer using Microsoft Scanner and Camera Wizard," click "OK." The Scanner & Camera Wizard will open. Click "Next."
4. Select "Clear All", then select only the picture(s) you want copied. All pictures you do not want copied to the computer should remain unchecked. Click "Next."
5. Make sure picture is saved in the Shavano Park folder under "My Pictures/Shavano Park." Click "Next." DO NOT check the box that says to delete pictures after they are copied.
6. After the pictures have downloaded and are saved under My Pictures, click "Nothing. I'm finished working with these pictures." and click "Next" and "Finish"
7. After all the pictures have been downloaded they will come up in the Shavano Park folder under My Pictures. Select the picture that you want to email and right click on the picture. Choose "Rename" and name the picture as the animal's name and owner's last name if we know who the owner is, or the description of the animal if we don't, then press Enter.
8. Right click again on the picture and choose "Edit." On the right side of the picture under "Change picture size" choose "Resize" and choose "Predefined width x height" and "Web-Small (448x336px)." click "OK"
9. Save Picture and close out of the Microsoft Office Picture Manager.
10. Open Outlook Express
11. Create a new mail with [shavanopetfind1@aol.com](mailto:shavanopetfind1@aol.com) (or other email recipient) in the "To" line and the animal's description in the subject line, then attach the picture by clicking the "Attach" paper clip icon. From My pictures, select the Shavano Park folder, then select the picture that you want to send out and click Attach.
12. Type out short summary of found pet or pet looking for a home or any other information regarding the pet's picture which is being emailed.
13. Click "Send."

#### Uploading Pictures to Patient File in IntraVet

1. Ensure the picture has been saved following the instructions above.
2. Under the Client tab in IntraVet, click on "Patient Picture."
3. Enter the Client and Patient information, then click "Search."
4. The Open a File box will pop up. Once you have located your previously saved picture, select the picture by clicking on it once, then click the "Open" button in the Open a File box.
5. If this is the picture you want to show up in IntraVet under the patient's file, click "Accept Picture" in the Patient..Picture Source box.
6. Click "Close."

**End of Section**