ROSS UNIVERSITY
SCHOOL OF VETERINARY MEDICINE

Title: Sick animal reporting flow chart
Issued Date: August 2016
Revised Date: December 2023
Authority: IACUC

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I. Purpose/Scope

To be able to view at a glance the course of action and communication when an animal within RUSVM's Animal Care and Use Program is reported sick. The flow chart adheres to RUSVM's Animal Care and Use Reporting Structure. How, what and when to communicate when reporting a sick animal is covered in Appendix 1. This chart should be placed next to clinician on call schedules in SOAP rooms and other relevant areas. This chart applies to all RUSVM owned animal use activities.

II. Process/Procedure

Abbreviations
- ARM – Animal Resources Manager
- ART – Animal Resources Team
- AV – Attending Veterinarian
- CV – Clinical Veterinarian
- PI – Principal Investigator
- Student+ – Student hired by ART
- VT – Veterinary Technician

All Communication will adhere to precisely defined e-mail subject lines and response times as shown in Appendix 1

1. **RUSVM community member observes an RUSVM owned animal that looks injured/sick/in distress**

   - Patient assessed by ART, VT, Student (+) or other qualified person
   - ART, VT, Student+ performs triage if animal is confirmed to be injured/sick/in distress
   - Determine if it is an emergency (A), non-emergency (B) or non-veterinary issue (C) as below

   (A) Veterinary Emergency

   - ART/VT/Student+ immediately contacts CV (*1)
   - CV assesses patient and takes appropriate action
   - CV writes all information into the record
   - CV contacts AV, PI, ARM with cc to VT/Student+ (*2)
   - ART/VT/Student+ has daily follow-up with CV until problem closed

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(B) Veterinary Non-Emergency

- ART/VT/Student+ locates animal record and enters information (clinical signs/PE/lab results)
- ART/VT/Student+ phones or mails CV (*2,3)
- CV assesses patient
- CV discusses treatment options with PI
- CV takes appropriate action
- CV writes all information into the record including correspondence with PI
- CV mails AV, PI, ARM with cc to VT/Student+ (*2)
- ART/VT/Student+ has daily follow-up with CV until problem closed

(C) Non-Veterinary Action Required

- ART/VT/Student+ locates record and enters information about clinical signs/PE/lab results
- ART/VT/Student+ takes appropriate action
- ART/VT/Student+ mails AV, CV, ARM (*2)
- In case of no improvement or deterioration, the Veterinary Non-emergency workflow is followed

III. Review

This policy is reviewed and amended annually.

Policy Approval:

16 January 2024

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Signed   **Date**

Dr. Jennifer Ketzis, IACUC Chair

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Appendix 1: Communication Guidelines

1.
  1.1) If no answer leave message
  1.2) If no response within 30 minutes, call again
  1.3) If no answer, contact AV
2.
  2.1) Email subject line reads: Clinical Case/Adverse Event (Species) Provet# & Tag#
  2.2) Email body includes at least protocol#, location of animal and record and presenting complaint
  2.3) Email is sent within 12 hours
3.
  3.1) If no answer leave message
  3.2) If no reply in 2 hours a follow up call to cell phone
  3.3) If no answer leave message and call again in 15 minutes
  3.4) If no response within 3 hours contact AV

In all cases date and time of contact and attempted contact must be recorded