Sick animal reporting flow chart

**Purpose/Principle:** 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.
**Process/Procedure:**

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, non-emergency or non-veterinary issue

**Veterinary Emergency**

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

**Veterinary Non-emergency**

- ART/VT/Student+ locates animal record and enters information about 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

**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

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

Abbreviations:
ARM=Animal Resources Manager
ART=Animal Resources Team
AV=Attending Veterinarian
CV=Clinical Veterinarian
PI=Principal Investigator
Student+=competent student
VT=Veterinary Technician
Appendix 1

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. mail subject line reads: Clinical Case/Adverse Event (Species), Avimark# & Tag#
2.2. mail body includes at least protocol#, location of animal and record and presenting complaint
2.3. mail 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.
Related Documents:
Sick animal communication SOP, v0.1
RUSVM’s Animal Care and Use Reporting Structure SOP, v0.1

References: None
Appendixes/Attachments: None

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