**Basic Procedures**

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| **Essential Policies:*** If you are on call, **put your supervisors' phone numbers in your phone**. If they call, you need to answer!
* If you are away from your phone, call them back as SOON as you get the missed call. This should be done within 30 minutes or after class.
* Failure to do so will lead to consequences. For a second offense, you will be assigned another on-call weekend.
* If you have a case, you are 100% responsible for it for the entire three weeks you are on block. That includes weekends, even if you aren't on call. You and/or your partner MUST come in to care for your patient. You may work out a deal with people who are on call but they are in no way required to care for your patient.
* After your three week block, you may choose to keep the case or pass it on.
* You will present at rounds at least one case per semester. This presentation can be about a case, a wildlife disease, or other relevant topic. Check with managers for ideas/opinions! Sample presentations can be found on the website under the resource tab. (ugawtc.weebly.com)
* Mandatory rounds are the first Monday of every month at 5pm in the sophomore room (at the end of the hall -- H223).
* If you fail to show up for rounds, you will be assigned additional work. This could be an on-call weekend or helping with fundraising opportunities.

**You got called in... what now?*** Schedule an arrival time with your partner on the case and anyone else who will be coming. This is usually as soon as possible.
* Wear closed-toed shoes and your name tag!
* Introduce yourself to the zoo med staff/senior students and ask what has been done so far.
* Assess the patient in its cage, including getting a respiratory rate.
* Set up your area and get all the supplies you need BEFORE starting your exam.
* **If you do not feel you can handle the animal safely, ASK FOR HELP.**
* Put on gloves and perform a physical exam filling in the physical exam form with as much information as possible.
	+ If the patient is getting stressed, put it back in a dark cage for several minutes to calm down.
* Determine your plan for diagnostics and treatment.
	+ In general, injured animals need at least fluids and analgesics.
	+ If there is any evidence of external injuries or history of contact with cats, they need antibiotics.
	+ Reference books in the cabinets can be consulted for appropriate doses.
	+ Our advice is to understand the treatments you are given and why. If a doctor has already created a treatment plan for your patient, look into why. You are the patient's biggest advocate!
* If the exact species is not yet known, look it up and record it. The Audubon books in the cabinet can be helpful for this!
* Discuss the case with a senior student or clinician.
* Clean up your mess.
* Fill out paperwork
	+ **Log the case in the Wildlife Log** on the computer, and note the ID number (in the left-hand column). This may have been done before you arrived.
	+ **Make sure the UVIS number is recorded** in the log and that all papers have a UVIS sticker, along with a wildlife number.
	+ **Reference the intake form and see if the good sam made a donation. If the good sam checked the “I want a call box” then email your supervisor with this information!**
	+ Write the ID number at the top of all the animal's papers.
	+ Complete the physical exam form, progress notes, and treatment sheet.
		- All forms can be found on the wall by the door.
		- Do your own physical exam, even if the senior students or clinicians have already done one.
		- **Daily Progress Sheet**: Here you write your daily observations (basically your short SOAP- subjective, objective, assessment, plan). Any blood work, cytology, fecal floats, radiographs, etc. should be recorded on these sheets, as well as any changes in treatment plan with explanations.
		- **Daily Treatment Form**: Once you've come up with a treatment plan and consulted with a clinician, fill out your treatment sheet appropriately. For meds, make sure to include the dose you're using (mg/kg), the concentration of the drug (mg/ml, or mg/tablet) and the amount (ml or tablet) you're giving (this is very important in case someone is covering your treatments).
	+ Write the species and your names and phone numbers on the dry erase board on the refrigerator. Update the next case number on the board.
* You and your partner are now responsible for all treatments (and cage cleanings) for your case.
	+ If it needs treatments during the day and you can't come down to do them, talk to the senior student.
	+ **Treatments must be completed by 8am M-F and 9am on the weekend**. This is so you can update the students and clinicians before rounds.
	+ Each day (more often if needed), update the progress notes.
	+ Keep the technicians updated on how much food you are using and if you are running low!
* **Remember, YOU are responsible for this patient! If you ever feel it is suffering or want to change treatments, PLEASE say something to the senior students and clinicians! You are here to learn, and you will learn best if you are actively engaged.**
	+ You are encouraged to go to rounds at 8:30am and 5(ish) pm. They will discuss your case first if you come.
	+ We understand that rounds in the afternoon often occur at random times and are therefore difficult to attend everyday. We are no longer making rounds mandatory everyday but we do HIGHLY recommend them. This is a time for you to talk about your case, interact with doctors, and get to know the awesome zoo med family!
* If your patient dies, is euthanized, or is released to rehab, enter this information into the wildlife log under "disposition.”
* If you are transferring the case to another student at the end of your block, you have been freed of your further responsibilities!
	+ **To transfer your case:**
		- Your supervisor will assign your case to members in the upcoming block. You are responsible for meeting with these members to go over the history of your case, discuss progress, and show how to do current treatments. We recommended you meet over the weekend before the first Monday of the block to avoid rushing Monday morning.

**The End of the Case** Upon the resolution of the case, there might be three outcomes: 1) euthanasia or natural death of the patient, 2) discharge of the case to a licensed rehabilitator for further care or 3) release back into the wild. Either way, we need good records of it. When it is decided that a case is ready to go to rehab, the primary student will, working with the supervisor and Zoo Med staff, identify an appropriate rehabilitator. The primary student contacts the rehabber and makes arrangements for transfer. * Write the **discharge.** The discharge instructions should include a summary of what's been done along with any further medical treatment that this animal may need (medications, bandage changes, etc.) and the expected outcome.
	+ There is a sample discharge form on the computers.
	+ Your senior student can help with this.
	+ THIS MUST BE APPROVED BY A DOCTOR.
* Print your discharge and put a copy in the medical record. Additionally, if the animal is going to a rehabber then print a second copy for the rehabber! Be sure to give the rehabber the location where the animal was found.
	+ P.S If your file has been turned into medical records before you had the chance to add your discharge you can easily retrieve it! Go to the medical records desk and give them the UVIS number! When you are done, turn your record back into that desk!
* Enter the discharge information into UVIS.
* **Update the wildlife spreadsheet with the disposition (died/euthanized/rehabbed) of the case and the date.** Also include which rehabber took the animal.
* Clean cage thoroughly.

**File the Paperwork****THIS MUST BE DONE EVEN IF THE PATIENT DIED WHILE YOU WERE AWAY.**Once your patient is no longer in our care, collect all the paperwork, **make sure all pages are labeled appropriately**, **mark the outcome in the space provided at the bottom of the Intake Form** with the date that the case was resolved (whether transferred, i.e. went to rehabber or other facility, euthanized, or died). If euthanized, please note the agent and method used (example: masked down with Iso at 5%, then 1cc KCl intracardiac). Arrange the paperwork in the following order: starting with Intake Form on top, then PE Form, then Daily Progress Sheets in dated order, then Daily Treatment Sheets in dated order, then any other extra paperwork (such as anesthesia), any student transfer sheets, then the Discharge Sheet. If a necropsy was performed (official or not) a summary of gross findings should be added to the record. Use the triple hole punch in the hallway by the exam rooms, staple everything together and place in the manila folder for Medical Records. Make a copy of the intake and discharge forms and place them in the black wildlife binder in order of case number (so you may need to place your forms behind ones that have already been added). **New forms on the block*** Gas Reimbursement Form
	+ A very small amount of money is available to help with gas costs. This is a treat. In the past there has been no money for gas! Please do not abuse this!
	+ If you have to drive thirty miles or more to take a patient to a rehabber then we will reimburse you for $.15 (or $.20) a mile.
	+ To get this reimbursement, you must fill out a gas reimbursement form located in the wildlife ward and have a supervisor sign off on it. The form then needs to be given to a manager.
* Updated Intake Form
	+ The new intake form includes a new donation option. It states that for donating $50 or more you will get a call from a student with a patient update.
	+ You must remain vigilant and check the intake form to see if the good sam choose this option. If they did, then let your supervisor know. Wait a few days for progress and then call your good sam. If the animal died or was euthanize then gently explain the treatment plan, what happened, and why the outcome was the way it was. Be sure to emphasize how their money helped and how you as a student learned from this case.

**Supervisor guidelines*** Before your shift starts, contact the current block’s supervisor to find out the case load and any issues you need to be aware of.
* How to assign cases:
* Click on the "Block Schedule" link on the left. In the current block (or weekend), try to find people who have had the fewest cases. Call two people, assigning one primary and one secondary.
* If it is Friday, only assign the case to people who are on call that weekend!
* If they don't answer, leave a message and wait about 30 minutes for them to call you back. If they don't call you back within that time, you can assign someone in their place, but report them to the managers for failing to answer their phone.
	+ Update the Block Schedule with the case number you assigned each student, and keep a \* by the case while it is active.
	+ Update the Wildlife Log with the case numbers, students assigned, etc.
* When possible, pair a new student with a more experienced member. The names in bold are the students who are new to WTC this semester.
* If the assigned volunteers haven't had a case before, you need to go in with them! Walk them through how to work up a case. Supervisors need to assist new members with the initial work up and physical exam on their **first three cases.** So if a new member had a bird last week and they got assigned a squirrel this week, you still need to go in with them for the initial visit to ensure they are comfortable.
* Even if they have had several cases, always ask them if they are comfortable on their own or if they need your help. I especially like to go in if it is during hours that a clinician is not there.
* You are responsible for contacting the next week's supervisor about the case load.
* If there is a block change happening on Monday, the current week’s superviser is responsible for assigning cases to new people. This should be done Friday or Saturday so that transfers can happen over the weekend if possible. This prevents chaos from happening Monday morning.
* **Update the white board** in the ward with your contact information
* During your block, try to stop by the ward once a day and check in with the senior students or a doctor about the wildlife cases. As a supervisor, you are not directly responsible for performing every treatment, but you are responsible for knowing what cases are in the hospital and which student members are involved.
* As supervisor, it is your job to ensure the students are completing treatments, checking in daily, and communicating with their doctors. If there is a problem with students not showing up for treatments please report this to managers.
* Make sure you have your phone with you at all times. After hours, if an intern cannot reach you within 15 minutes, they will call one of the managers! Remember, the intern is counting on you and your volunteers to be there for the patient.
	+ It is a good idea to print off the list of students/cases for your week and take it with you if you are away from your computer.
* It is your responsibility to make sure that all paperwork is complete and the log is up-to-date BEFORE your week ends. This is vital. The wildlife log is extremely important and at the end of the day we need you to make sure it is complete!
* Communication! Oh Communication. I think one of the biggest issues facing wildlife is miscommunication. So we plead, no beg of you, to document what’s going on by talking with managers and each other! Examples…
	+ Did someone not answer the phone when on call?
	+ Did someone not show up for treatments?
	+ Is there a problem you think needs to be addressed?
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