**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 may result in an INCOMPLETE for the course.
* 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 -- do not ask the on call members to take your case.
* After your three week block, you may choose to keep the case or pass it on.
* You will present at least one case per semester. A sample can be found under Resources.
* Mandatory rounds are the first Monday of every month at 5pm in the sophomore room (at the end of the hall -- H223).

**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 a blue scrub top, 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 (following the rubric in the box near the door).
	+ 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.
	+ Consult the reference books in the cabinets for appropriate doses.
* If the exact species is not yet known, look it up in one of the Audubon books in the cabinet and record it.
* Discuss the case with a senior student or clinician.
	+ If it is after hours, call the clinician AFTER you have done this exam and have a basic plan in mind.
* Clean up your mess.
* Fill out paperwork
	+ **Log the case in the Wildlife Log** on the website, 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.
	+ **Make a copy of the intake form**(the records room near the lobby of the hospital can help you) and add it to the front of the WTC binder (black 3” binder near the exam rooms).
	+ **Log the case on your case sheet** in the white 1” WTC binder.
	+ 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.
* **If your patient dies, is euthanized, or is released to rehab, enter this information into the wildlife log under "disposition" and in the original intake form in the WTC binder.**
	+ Include method of euthanasia (e.g. "masked down with 5% iso, then 1mL KCl intracardiac")
	+ Include rehabber's info

**The End of the Case**Upon the resolution of the case, there might be two outcomes: 1) euthanasia or natural death of the patient, or  2) discharge of the case to a licensed rehabilitator for further care prior to release. 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 and print three copies of **discharge instructions**(one for rehabilitator, one for the black wildlife binder, and one for medical records). 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.), the expected outcome and in some cases, a schedule for rechecking the case.
	+ There is a sample discharge form on the computers.
	+ Your senior student can help with this.
	+ **THIS MUST BE APPROVED BY A DOCTOR.**
* Complete records (ask for help if you are not sure how to do this) and have them signed by the doctor.
* 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.
* **Update the intake sheet in the WTC binder with the disposition and include which rehabber took the animal.**
* Clean cage thoroughly.
* If you choose, you can call the Good Samaritan who brought the case in.
	+ (We usually don't call for euthanasia cases.)

**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 summery 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).   **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: Look at the Block Schedule. 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 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.
* 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. Even if they have had a case, ask them if they are comfortable on their own or if they need your help.
* If you are the supervisor during the block change, you need to assign new people to the cases by Friday morning before the switch, because the new policy is to have people meet up and learn how to treat the case BEFORE Monday morning.
* **Update the white board** in the ward (on top of the fridge) AND in the hallway across from the computers with **your information**(so the old supervisor doesn't keep getting calls!).
* 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 volunteers are involved.
* 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 also 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 signing off on each volunteer’s sheet.
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