



Category 1: Physical and Emotional

MANDATORY

1.10a An SOP for preventing and alleviating FAS must be in place to support patients upon arrival at the practice.

Basic SOP Format: Procedure, Responsible Team Members, Equipment/Supplies, Procedural Steps

Example:

Procedure: Pheromone support supplied to patients upon arrival to the practice to help prevent and alleviate FAS

Responsible Team Members: CSRs

Equipment/Supplies: canine & feline pheromones, assorted sizes of bandanas for dogs, towels for cats

Procedural Steps:

The daily appointment schedule is reviewed. The anticipated necessary bandanas and towels for morning appointments are treated with canine and feline pheromones upon arrival. For afternoon appointments, they are treated 15 minutes before the first appointment of the afternoon is expected.

When a canine patient arrives, the owner will be handed an appropriately sized pheromone-treated bandana and instructed to allow the dog to sniff it before securing it comfortably around the dog's neck. If this results in a rise in FAS, the owner will be advised to discontinue placing the bandana.

When a feline patient arrives, the owner will be instructed to place the carrier on the "cat parking" elevated platform and to partially cover the carrier with the pheromone-treated towel. Partial coverage provides the cat with the choice to either hide or observe his/her surroundings.



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1.10b An SOP for preventing and alleviating FAS must be in place to support patients during the visit at the practice.

Example:

Procedure: To minimize entrances and exits, exam rooms are prepared with all anticipated supplies.

Responsible Team Members: Veterinary Nurses

Equipment/Supplies: May include but are not limited to handling tools (e.g. basket muzzles, towels, treats, toys), sampling supplies (e.g. needles, syringes, butterfly catheters, blood collection tubes), vaccines, and diagnostic equipment (e.g. doppler, Tonopen, Wood's Lamp).

Procedural Steps:

Each morning and mid-day before appointments begin, supplies of items routinely kept in exam rooms are monitored and re-stocked as needed. These include but may not be limited to species-appropriate pheromone diffusers, treats, toys, catnip, towels, cotton balls, cotton swabs, paper towels, cleaning supplies, water bowls, and litter boxes. Trash cans are also to be emptied at these times.

For each appointment, the reason for the patient visit is reviewed and anticipated equipment & supplies are gathered.

If additional supplies are needed, exits and re-entries are made slowly and quietly.



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1.10c An SOP for preventing and alleviating FAS must be in place to support animals during checkout from the practice.

Example:

Procedure: To prevent and alleviate FAS during checkout, discharge instructions are reviewed, and payment is collected without pet needing to wait in the reception area.

Responsible Team Members: DVMs, Veterinary Nurses, CSRs

Equipment/Supplies: May include but are not limited to PVN/PVP, FAS management tools, medications, written discharge instructions, other applicable handouts (e.g. Fear Free Happy Homes: How to Pill your Pet with Kindness, How to Manage a Fear Free Return Home)

Procedural Steps:

Checkout should occur in the exam room or a quiet, distraction-free space.

The DVM or nurse will review any discharge instructions, including but not limited to nutraceutical or prescription instructions and information, test results, and, if applicable, re-integration of patient to a multi-pet household. Written discharge instructions will also be provided.

The CSR will collect payment for the visit in the same space.

Alternatively, if there is more than one owner, one can wait outside or in the car with the pet while the other owner receives the discharge instructions and provides payment.