

NORMAL ADULT DIAGNOSTICS RESULTS PROCESS

- 1) Go into **Exam** from Groups and under Fecal Test record “no parasites seen” your initials and date, under Adult Diagnostic Panel record “fecal, chemistry, cbc, and ua all wnl according to (doctor initials)” or “fecal, chemistry, cbc wnl according to (doctor initials), ua not yet obtained” and then your initials and date

- 2) **Call** the owner

“Hello! My name is _____ I am a _____ at Healing Paws Veterinary Care. Dr. _____ asked me to call and go over _____’s test results with you. Is now a good time to talk? I have good news for you - _____’s adult bloodwork, urinalysis and fecal sample diagnostics look great - they show he/she is in good health! The test checked 11 organ chemistry/electrolyte levels, 19 blood count levels and a full urinalysis report. This is fantastic baseline information to keep track of what is normal for _____ and to allow us to track changes that can indicate early disease. Dr. _____ is very pleased because he/she has no anemia or signs of systemic infection and the kidney, liver, and electrolyte levels are normal. The urinalysis test shows excellent kidney function with no evidence of red or white blood cells, crystals, indication of bladder stones or bacteria! *(If we did not receive urine please remind owner to bring it in as we often find hidden infections and can no more about kidney disease and diabetes with urine earlier)* _____’s stool sample was negative for intestinal parasites which is important as we want those preventatives you give monthly to protect both him/her and you. All of this is good news and an excellent baseline of information to have. Do you have any questions? If you do, please send me an email or give us a call. Have a great day.

- 3) **Comm log** that you made this call - **if** you had to leave a voicemail, please **also email** using the template Adult Diagnostics NORMAL but be sure that the urine/fecal information is accurate as mentioned above, and be sure to update any highlighted color areas, signing your name to the email