



OUTPATIENT - WELLNESS EXAM FLOW

ARRIVAL - if owner does not enter Vet2Pet Visit Tracker, Client Care enters there. However, owner does not need to wait for this to happen. Owner should be watched for and greeted by pet advocate at appointment time whether they check in or not.

Room Case Manager

Recommend a split screen with Vet2Pet and eVet

Patient Advocate

Recommend carrying a small iPad/tablet in scrubs

Lab/Pharm Assistant

Also responsible for helping clients with electronics

Doctor



- History Form Present, Add. Notes in HX Section of Exam
- Reminders, Age, Lifestyle Used To Create Treatment Plan
- Exam Form Added (copied from last visit if pet had more than 2 abnormalities in last exam then you note changes)
- Copy/Paste Medication and Supplement & Client Concerns from history entering both in Summary
- Intro to client. Tell them while pet is getting vitals, you want to discuss what Dr. X recommends. Be sure that if they noted illness, you say dependent on the exam this is the recc. then go through items in TX plan. "Do You Have Any Questions?" New clients, let them know you will email them the TX Plan, then do so.
- Mark Tracker "Labs Approved"
- Convert TX Plan To Charges
- Decline Anything That Client or Dr Declines and Why
- Request Vaccines by Marking The Tracker "Ready for Dr"

- Introduce Yourself to Client, Let Client Know That You Will Be Getting The Pet's VITALS While The Case Manager Goes Over The Plan With Them
- Dogs: get samples with lab assistant unless high FAS
Cats: get samples with room case manager
- Scan Chip and Enter # or No Chip, Be Sure Profile Pic In
- Weigh Pet, Write Weight on Board with up/down/same arrow and Enter in Chart

- Start Ear/Skin Cytologies, Obtain Blood Samples with Patient Advocate
- As Soon As Tracker says "Labs Approved" Start Idexx
- Fill any preventatives on treatment plan

- Finish From Last Exam Review Notes and Email, Update PVP Plan and/or Chronic Med/RX Diet Plan If Needed
- Any Written Prescriptions from Last Exam Signed and Emailed
- This Exam: Review History, Noting Concerns To Address
- Read any skin or ear cytologies before going in room if CVT has not read them



- Go over add. history notes and approved plan with the doctor
- Enter spoken exam notes, complete summary portions, send o sites/etc Dr mentions
- Add Treatments for Tests, Procedures, Products Not in TX Plan

- Update Dr What's Been Done In Lab
- Unless Dr Dismisses You Hold Pet For Exam

- Prepare Vax When V2P Says "Ready for Dr"
- Schedules Forward Book, Follow-Ups
- Fills Labels

- Go over case with CM and PA
- Examine Pet - Dictate Findings
- Prescribe TX, Follow-ups Etc



- Go Over Meds With Client - Using Labels In Comp To Guide You

- Vaccinate/Do Treatments With Appropriate Teammate
- Help Fill Any Remaining Labels If Needed

- Makes Sure All Charges Accounted For & Filled
- Pharm Assist Sends Invoice Via Vet2Pet

- Check Charges and Vet2Pet Mark Invoice Ready
- Review Lab Results & Recc. with O



- Exam Room Nurse Checklist Must Be Complete By The End Of The Day

- Take meds, documents, and pet to owner
- If \$ not received, **Client Care** goes along, if received CC enters in eVet

- Clean Room

- Double Sign RX