

EMERGENCY CENTER REFERRAL PROCESS

Situation: Client calls with a pet who needs critical or urgent care that for scheduling or medical need reasons should be seen at a 24 hour emergency/critical care facility

1. After going over that the best thing for this pet is to receive urgent treatment at an excellent emergency critical care facility, you tell them that our clients and staff have both had excellent care for their pets at SHORES Veterinary Emergency Center. Give them the phone number and let them know that you are also sending (as you speak) an email with all the contact information that they need for SHORES. Let the client know that you will also be sending SHORES their pet's medical information to have on file.
2. Under the pet that you are sending to the ER
 - a. click "email client" and choose the pet the email is regarding as well as the email template "emergency center recommendation".
 - b. YOU MUST ENTER YOUR NAME AND REMOVE THE YELLOW HIGHLIGHT AREA THAT SAYS "YOUR NAME"!
3. In the pet's medical record, under View By Groups, go to "add treatment",
 - a. choose the veterinary provider who is in building, at weight prompt choose SKIP, and enter the **code 00-5a** in the quick add box
 - b. Click on the words "Referral to Emergency Center" You will see comments for the invoice. In those comments there is an area for "reason for referral". Here you must briefly enter the pet's symptoms (i.e. breathing issues, urinating small amounts, hit by car, etc). Press "SAVE"
4. Go to the diagnosis section (under view by groups) click "add diagnosis"
 - a. in the name line that is blue enter "Referral to Emergency for INITIALS" (i.e. Referral to Emergency for Bee Sting - KC), press save
5. In the pet's medical record create a comm log
 - a. "medical issues" type and document what is wrong with the pet and that you recommended referral along with your initials
6. Go to the client page (where payments and invoices are)
 - a. locate the invoice with this emergency referral treatment and click "CHANGE TO CLOSED". This is a very,very important step!
7. Send Shores information:
 - a. Just below the blue tabs you will choose the "envelope with two boxes"
 - b. match the beginning date to 6 months ago, leave ending date the way it is, press REFRESH VIEW
 - c. scroll to the pet's ACTIVITY section and select DOCUMENTS -UNCHECK ALL as well as COMMUNICATION -UNCHECK ALL. (This means only the treatment items will be checked.
 - d. click EMAIL SELECTED RECORDS - change the email address from the owners address to info@shoresvet.com and then choose the email template SHORES INTERNAL EMAIL, update your name in the body of the email and then SEND