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Surgical Updates Via Vet2Pet

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1. Take two photos in the morning **using a tablet** (this way it is so much easier and takes less time to get to Vet2Pet rather than using your phone)
   a. Take a photo of the patient looking comfortable with their snuggies and cozy blankets - if possible to take this with the door open safely please do. Make sure the patient looks and is comfortable. **If they do not, this picture should not be sent**!
   b. If the patient is relaxed enough, get with the doctor to take a cuddle photo near the cage to show the snuggie etc or in a place with a pleasant background. **Do NOT send this photo until after 1 pm.**
2. Once you have gathered the photos, log into vet2pet USING YOUR USERNAME. *The first chat you should send should be the first pet who will be having surgery. This chat must be started before the pet is sedated, so you may need to take this patient's photos and do this patient's chat and then go back to get the other patients' photos.*
   a. Starting the chat, the title must be in this format :
   Hello! Updates On "Pet's Name"'s Day"
3. *A*fter pressing enter on the title, immediately do the next step - do not step away. Your message:
   a. ***"Pet's Name" has settled in nicely and is comfortable spending time with us in the anesthesia prep area. We will let you know how they are doing today.***
   b. If the **cage photo** looks good send it follow this text, if it is not, only send the text.
4. When the CVT tells you that the pet has been sedated and/or you see them putting the endotracheal tube in,send the next update in the same chat:
   I wanted to let you know that "Pet's Name" is headed into surgery with Dr. Sands. We will let you know when "he/she" is in recovery!
5. When the pet is holding its head up in recovery, ask the doctor if it is okay to send the recovery text. If the doctor says yes then send the following:
   Good news! "Pet's Name" has moved into "his/her" heated recovery area. If the doctor has not called you yet, they will shortly. "Pet's Name" seems quite comfortable.
6. Between 1 and 2 pm - but not before - send the following:
   a. ***"Pet's Name" is doing well, we are watching to make sure "he/she" is not in pain and of course, giving snuggles too! We look forward to seeing you at "time of discharge appt". I thought you would like to see this picture.***
   b. Send the **photo of the doctor and pet** that you took this morning.
7. After the pet leaves for the day, you are responsible for ending the chat by sending the following:
   a. ***"If you have any other questions please start a new chat and we will be happy to help you. We close at 5 pm but will be back tomorrow morning at 8. Have a good night!"***
   b. A box will pop up with a yes and a cancel box click the YES box. The chat is now closed.
8. Copy the entire chat including the title and create a comm log entry of the type "vet2pet"

IMPORTANT NOTES:
- Log off when you walk away from Vet2Pet. When you go up to a computer don't use an open Vet2Pet, log off and login again with your data. ALWAYS.
- Remember to always send text before a picture as they will not be sent together.
- Check V2P every hour during the pet's stay to see if the owner has sent a new chat. If they have, be sure to check with CVT as to how they would like you to respond.