

PM Runners:

Please do the following when clients arrive to pick up pets:

- **Fees due at pick up:** Look at the "Balance due at checkout" line on the surgery form. There may also be a post-it on the surgery form if the owner needs to pay for something (pregnancy fee, additional meds, flea treatment, etc.). DO NOT return the pet to the owner until they have called the front desk and paid.
- **Deliver invoice, meds, and purchased items:** Do this before bringing the pet! The owner will be much more attentive as you discuss post-care. Check surgery form (in plastic sleeve) to see if they purchased Advantage Multi, Seresto collar or other packaged supplies that you need to give to them.
- **Point out info/items attached to invoice:** rabies certificate w/ attached tag, blue microchip card, city license, etc.
- **Explain any special handouts:** Adult Spay, Scrotal Hematoma, or Cat Neuters
- **Explain post-care basics:** Point out the post care sheet, tell them to read it entirely, and explain these major points: 2 week healing period, keep activity to an absolute minimum, keep an e-collar on at all times, feed a small meal this evening, can return within next 10 days for checkup (free of charge) if any abnormalities develop. Remind them that if they received the pick-up time text message from us today, it contains a link to a video all about proper post-care. Even though we are not going over everything line by line we still need to explain the basics.
- **Discuss special notes:** Check the surgery form in the plastic packet for any special notes (dental disease, hair loss, fleas, etc.) and ask vet/techs if you need more details so you can properly explain the notes to the owner. Please feel comfortable coming back to the doctors/techs to ask for further explanation if the owner has questions you can't answer.
- **Add your initials to the surgery form:** After invoice and pet have been given to owner, put your initials at the bottom of the surgery form (paperwork in the plastic sheet) where it says "Post-Care and Medication Given by:"
- **Record your discussion of special handouts:** If the pet has a special handout (Scrotal Hematoma, Adult Spay, etc.) you must note that you had the discussion. Open client's account in Avimark and enter the "Handout Discussed" treatment. We have to have this evidence of a discussion in the event of some issue with the pet's recovery after surgery.

Note from Dr. Nichols:

Please make sure that you come to the techs/vet with any questions. If you feel like the client needs some extra attention and needs a tech to talk to them, please tell us. We can come talk to them if we have time or even call them later if we are busy. We want everyone to feel comfortable that they understand how to take care of their pet when they leave.