



College of Veterinary Medicine Policies and Procedures

Subject: Patient Admission Policy

Section: AHC Client Accounts/Admissions

Number: CVM 55.6.2.02

Pages: 3

Date: January, 2017

Replaces Policy Dated: 2013

To Be Reviewed Yearly by: AHC Director

Source:

Cross Reference:

PATIENT ADMISSION POLICY

The clinical practice area for the College of Veterinary Medicine includes the State of Mississippi and the regional borders of adjoining states. Citizens of Mississippi who request access to services provided by the Animal Health Center will be granted access. All clients referred by practitioners will remain referral clients only in the AHC.

Emergency services will continue to be available to all veterinarians on a referral basis or on an open acceptance basis if practitioners prefer.

Fees for clinical services in the AHC will continue to be set at fair market rates.

Every effort to handle and restrain our patients in the most humane (gentlest) and least stressful manner while examining them and caring for their ailments will be made. (see Animal Restraint 55.6.3.03) However we recognize that with even the best of personnel training and the most prudent use of proven procedures, bite accidents happen. Should a dog/cat/ferret bite accident occur, the Mississippi Department of Health District Health Officer will be contacted for guidance with animal testing and/or patient confinement after human exposure. The Mississippi Department of Health District Health Officer will work in cooperation with the attending veterinarian to determine if the animal is exhibiting neurological signs (or other unhealthy signs) that warrant the animal be euthanized and testing performed. Rabies testing will be performed on all dog/cat/ferret patients which have bitten a human within 10 days of naturally expiring or humane euthanasia. The Mississippi Department of Health Rules and Regulations Governing Reportable Diseases and Conditions dictate that a dog/cat/ferret be observed for 10 days from the time they bite a human. This observation may be held at the College of Veterinary Medicine for 10 days at the owner's expense upon the advisement of the Mississippi Department of Health or the Mississippi Board of Animal Health.

Vaccinations:

- All dogs and cats admitted to the AHC must be current on vaccinations including rabies or be vaccinated upon admission. Evidence of vaccination by a veterinarian is required
- If vaccination status is unknown, indicated vaccines may be given at the clinician's discretion.

Ectoparasites:

Fleas and ticks – Any animal infested with fleas and/or ticks shall be treated on admission or as soon as medically possible, keeping in mind the general well-being of the affected patient and other hospitalized patients.

Sarcoptic mange – Any animal that is positive for sarcoptic mange on a skin scraping shall be treated during its first day of hospitalization. Ideally, patients with sarcoptic mange shall not be hospitalized.

Appointments:

All appointments seen at the AHC require a medical record and complete processing through AHC Admissions.

Notification of Arrival of Appointments:

Admissions Assistants will greet the client upon arrival. The student assigned to the case will then be notified to take history, etc. This must be done in a history room or exam room.

Student, Staff and Faculty Owned Pets:

Students, staff and faculty must abide by the same appointment guidelines as other clients. This includes the following:

- scheduling the appointment date and time with the appropriate service area
- processing through AHC Admissions on the morning of the appointment
- waiting for the student assigned to the case to take their animal back to the ward
- if necessary, returning at the appointment time for the exam
- discharging their animal through Client Accounts between 8:00 a.m. and 5:30 p.m.

Re-Check Appointments:

Clients may schedule rechecks with the Admissions Staff. Once the appointment is scheduled, the Admissions Assistant will give the client an appointment card with the appropriate information on it.

Appointments Made After-Hours:

If the patient is coming back to the AHC the next day, the House Officer needs to let the Admissions Staff know by either emailing the information to ahcadmissions@cvm.msstate.edu or by putting a note in the red communication tray (at the SAIM Nurses Station). If the appointment is not the next day, please have the client call AHC Admissions (662-325-1351) the following day to schedule an appointment with the appropriate service.

Rotating Schedules (Block Changes):

Students should let clients know that their rotating schedules may prevent them from being in the same service area the next time the client brings in their pet by saying “appointments are made with a service, not an individual”. Every effort should be made to encourage the client to schedule the next follow up visit at the time of discharge. If this is not possible, please reiterate to the client that it is their responsibility to call the service area and make their next appointment.

Hospitalizing an Animal:

- Bring the estimate form to Client Accounts.
- Escort the client to Client Accounts to pay a deposit.
- Make sure the client knows the student’s and the clinician’s names before they leave.

Donation of Animals:

- All donations of animals must be approved by the Director of the Animal Health Center.
- The consent form must be signed and dated by the current owner.
- Emphasize to the owner that it is an unconditional donation which means that the animal becomes State-owned and cannot be reclaimed.
- Ensure that the owner/client understands that they will be responsible for all charges up to the date of the donation.
- See CVM 1.23 (CVM Policy on Receiving Animals Donated to CVM for Research or Teaching)

Euthanasia:

See CVM Policy on Euthanasia, 6.3.02.

Dead on Arrival:

If the animal is a patient of record, update the medical record to show DOA.

If the animal is a new patient, no record will be made, and the client should be referred to the Diagnostic Labs if a necropsy is desired.

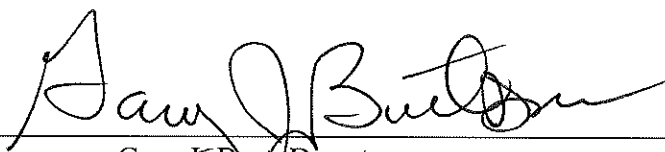
If the animal is an Ambulatory Service client (even if the individual animal has not been seen), it can be admitted through the Ambulatory Service office as a sample since it may have herd health significance.

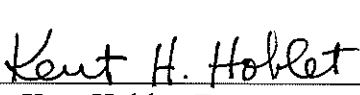
Receiving Injured Wildlife:

See CVM Policy on Treatment of Wildlife and Exotics, 6.6.03.

Visitors:

Please direct vendors, personal friends and family to the main school lobby; not the AHC Admissions Entrances.

Approved:  2/1/17
Gary J. Burt, Director
Animal Health Center
College of Veterinary Medicine
Date

Approved:  7/14/2017
Kent Hoblet, Dean
College of Veterinary Medicine
Date