



College of Veterinary Medicine

Policies and Procedures

Subject: ***Animal Health Center Call Back Protocol***

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Animal Health Center Call Back Protocol

For purposes of “call back”, personnel who wish to take call must provide a cell and/or home phone number.

When calling an employee in on an emergency case, the call must be placed using a university phone.

Students who are given the task of calling personnel in on an emergency case must be familiar with these guidelines. If the person they wish to call does not have a local phone number, the student may call the operator’s desk and the operator will place the call and connect them.

Please provide the operator with case number or owner’s name. Please call numbers provided on the call schedule in the order listed (i.e., cell phone then home phone or home phone then cell phone). The numbers provided on the call schedule should be called in order listed, allow a 10 minute waiting period, then try all numbers provided again. If still unable to reach the person on call, wait 5 more minutes then try to contact the alternate identified person providing coverage for that service area.

All persons taking call must call back ASAP or within the 15 minute time frame. Answering machines and voice mail are helpful forms of communication but (direct contact assures the person received the message) call back guidelines must be followed exactly even if a message is left.

When contact is made with the person on call, please provide some information about the emergency (i.e., pre-op diagnosis and estimated time to surgery). Please do not call back personnel until the owner has consented to treatment.

Personnel who are on call and, by definition subject to being called in for an emergency, must make every effort to arrive at the AHC within 20 minutes of being contacted. Delays in arrival beyond 20 minutes are unacceptable. The **ONLY** exception for an arrival time of greater than 20 minutes must be approved by the clinician managing the case for scheduling purposes.

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