



College of Veterinary Medicine Policies and Procedures

Subject: Operator Procedures for
Emergency Calls Received After
Hours

Section: Students
Number: CVM 6.15.17
Pages: 2
Date: 2012
Replaces Policy Dated: 2007
To Be Reviewed Yearly by: AHC Director
Source:
Cross Reference:

OPERATORS PROCEDURES FOR EMERGENCY CALLS RECEIVED AFTER HOURS

After Hours – The Animal Health Center Admissions extensions (5-1351, 5-1181, and 5-1147) will be forwarded to the operator after hours. **Do NOT override and transfer callers to the Admissions area.** Call 5-1147 ONLY in the event of a personal emergency for the Admissions Staff, or if the Admissions Staff forgets to unstar the phones during regular hours.

Messages, such as cancelled appointments, should be emailed to ahcadmissions@cvm.msstate.edu.

If you receive an emergency call:

- Ask for the caller's name, the reason for the call and a phone number.
- Call 5-1170 and give the information to the student on call.
- Never just release the call.
- Do not page overhead.

If a Client with a patient in the hospital wants an update, please page the on call student overhead.

- If the student does not respond, explain to the client that "Your student must be unavailable but is continually monitoring your animal's condition and will get in touch with you if their condition changes. I can leave a message that you called." Ask for the owner's name, the animal's name and a phone number.
- Send the student an email, and copy Julie Burt and Linda Perry-Babcock on the email every time this occurs. Use "return receipt on read".
- Do not give out any student's cell phone number.
- If the owner feels they are not receiving timely updates, follow the above guidelines.

If a client is at the emergency entrance, get the owner's name and the animal's name, and call the Small Animal nurses' station at 5-1170.

If you receive other Small Animal non-emergency calls, ask the caller to call back during regular office hours.

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