Animal Care Assistant (ACA)

Training Manual

Revision 2020 Jan
Welcome to Monroe Veterinary Associates (MVA) as an Animal Care Assistant (ACA). We are so pleased to offer a comprehensive program that will ensure success in your new role. The ACA role is a vital part of your hospital team and of our Vision and Mission.

Our Vision Statement:
To be the community’s choice for a complete array of compassionate veterinary care services and products.

Our Mission Statement:
Our highly trained health care team improves the quality of life for all family pets and animals. We continually enhance and expand our compassionate care and services while building long term relationships and nurturing the human animal bond.

Our Values:

Honesty
Personal integrity and accountability.

Compassion
Selfless empathetic support and care towards animals, clients and each other.

Quality
Providing exceptional animal care and client support.

Education
A passion to expand and share our knowledge.

Teamwork
Collaboratively utilizing our diverse talents in pursuit of a common goal.

Trust
To believe in and rely on each other.
Animal Care Assistant (ACA)
Functional
Job Description

Primary Job Duties:

1. Client Education: Having the knowledge and capability to instruct a client regarding the following topics:
   a. Puppy/Kitten
   b. Wellness
   c. Senior Recommendations
   d. Medication (basic knowledge, administration, dispensing)
   e. Internal/External Parasite Control
   f. Oral Care
   g. Nutrition
   h. Cremation Process
   i. Vaccines – including accurate draw up for dispensing
   j. Euthanasia Procedures
   k. Exotics (if appropriate)

2. Proficient with Infinity Software
   a. Pre-loading Appointment
   b. Estimates
   c. Obtaining Patient History
   d. SOAP

3. Call Backs – phoning a client to indicate:
   a. Dental recommendation follow-up
   b. Negative heartworm and fecal results

4. Housekeeping
   a. Restocking supplies and cleaning as needed
   b. General hospital cleaning and maintenance as needed
   c. Infectious protocol knowledge and adherence

5. Inpatient Care
   a. Equipment set up/tear down and maintenance
   b. Set up for procedures, OR packs, drapes, prepare OR
   c. Taking and Recording Vital signs
   d. Recording Vital signs during OAT
   e. Autoclaving Equipment
   f. Surgical Check insurance/consents
   g. Tracking Surgical Inventory
   h. Hourly Treatments where appropriate
   i. Nail Trim, ear cleaning and other basic exam procedures
6. Diagnostic Duties  
   a. Preparing requisition for lab  
   b. Fecal/Heartworm test set up  
   c. Ear cytology, prep slides  
   d. Setting up for imaging  
7. Triage – Ask appropriate questions from a client in person or over phone to successfully determine when a pet should be seen by a veterinarian  
8. Animal Handling and Animal Reading – Able to appropriately physically restrain a pet and able to read a pet’s body language for safety in handling  

Secondary Duties  
1. Client Check in/out  
2. Boarding  
   a. Making Boarding Reservation  
   b. Boarder Check in/out  
   c. Prepare medication administration directions  
   d. Administering oral and topical med  
   e. Invoicing for boarding services  
   f. Check boarding admission forms  
3. Answering Phones  
4. Making Appointments  
5. End of Day Procedures  
6. Call Backs:  
   a. Appointment Reminders  
   b. Progress exam or follow ups, drug study (senior bloodwork)  
   c. Overdue reminder calls  
7. Recording vital signs during OAT  
8. Preparing requisition for lab  

Physical Requirements: Heavy lifting up to 50 lbs., pushing, pulling, kneeling, walking for entire shift.
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Internal and External Parasite Preventative Guide - DOGS
Internal and External Parasite Preventative Guide – CATS
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Zoonotic Diseases

Part 4: Oral Care

Oral Care
What is veterinary dentistry, and who should perform it?
Oral health in dogs and cats
Causes of pet dental problems
Why does dentistry require anesthesia?
What can be done at home for pet’s oral health?
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Part 1

Infinity Basics

Objective: Have a general understanding of Infinity capabilities. Have the ability to navigate the system for the client’s medical record, boarding and invoicing.
Infinity Basics

- **Time Clock**
  - Punching in and out
  - Leaving message for PTO, CE, etc.

- **Basic patient/client actions**
  - Using client database
  - Using find/quick search
  - Creating new clients/patients
  - Viewing and printing information in the dashboard
  - Making clients and patients inactive, active, or deceased.

- **Easy Time Scheduler**
  - Navigating Easy Time
  - Creating and modifying appointments (surgery, reg. appointments, and baths)
  - Documenting reminder calls
  - Changing appointment status/checking appointments in

- **Clinic Census (will differ by hospital)**
  - Navigating clinic census
  - Moving patients through census

- **Invoicing and payment processing**
  - Adding and modifying items/charges in the invoice
  - Concluding invoices
  - Check out instructions
  - Taking payments without going through invoice
  - iNotes

- **Take Home Instructions**
  - Printing report cards, medical history, and reminders

- **Euthanasia**
  - Estimates
  - Consents procedures
  - Invoicing
  - Cremation tags

- **Message Center**
  - Navigation per hospital choice
● **End of Day Balancing.**
  - Printing reports
  - Matching payments taken into proper numbers in report.

● **Transaction Corrections**
  - Returning products
  - Refunding credit balances
  - Changing employee attached to invoice item

● **Boarding Module**
  - Viewing reservations
  - Creating reservations
  - How are charges determined? (1/2 day vs. full day) How are charges driven?
  - Editing Reservations
  - Checking in/out reservations
  - Basic navigation

● **Medical Records**
  - Viewing/printing history
  - Adding note to history
  - Adding linked file (scanned in history)
  - Adding and viewing forms
  - Transferring patients/history to another account

● **Scanning History/lab work (Will vary depending on hospital procedures)**
  - Using scanner
  - Where files show up in computer
  - Linking files to medical history

● **Estimates/consent forms**
  - Creating/modifying new estimates
  - Adding consent forms to new estimate
  - Using/modifying canned estimates
  - Transferring estimates to invoice

● **Prescriptions**
  - Refilling script
  - Adding a new script
  - Sending a request to a doctor for refilling a script without any refills

● **Emailing documents to clients**
Part 2
Client Education, Vitals/Monitoring Parameters, Spaying/Neutering

Client Education:
General Canine and Feline Wellness
Canine and Feline Vaccine Protocol
Objective: Able to fully educate a client on Vaccine Protocols for both puppy/kitten and senior pets.

Client Education:
Puppy and Kitten Development
Objective: Be able to educate a client regarding the content involved and the value of the 8-, 12- and 16-week veterinarian appointments.

Client Education:
Senior Recommendations
Objective: Have the ability to understand MVA’s Senior Canine and Feline recommendations and talk knowledgably with clients.

Vitals/Monitoring Parameters
Objective: Know the normal vital signs of pets and utilize the knowledge to indicate to the veterinarian abnormalities. Also be able to demonstrate how to properly obtain temperature, pulse and respiratory rate.

Spaying/Neutering
Objective: Understand and have the ability to educate clients on what is involved with the sterilization procedures, the whys and risks of not spaying and neutering.
Client Education: General Canine and Feline Wellness and Canine and Feline Vaccine Protocol

The American Veterinary Medical Association (AVMA) and American Animal Hospital Association (AAHA) have jointly introduced the first Canine and Feline Preventive Healthcare Guidelines. These consensus statements provide veterinarians with a new resource for improving patient care by emphasizing the value and scope of regular pet examinations. The two guidelines provide complete recommendations for comprehensive preventive healthcare programs, published as accessible, single-page documents. The guidelines are based on the subjective-objective-assessment-plan (SOAP) methodology of case management; a proven approach traditionally used with sick or injured patients. This logical and disciplined process is equally applicable to healthy patients and is designed to consistently deliver optimal patient care. The guidelines recommend visits for health examination on at least an annual basis, recognizing that for many pets, more frequent visits may be appropriate, depending on the individual needs of the patient. The guidelines also provide detailed diagnostic, therapeutic, prevention, and follow up plans, to be accompanied by appropriate documentation. The inclusive and concise formats of the guidelines are designed to maximize their practical value and make them easy to implement. (J Am Anim Hosp Assoc 2011; 47:306-311. DOI 10.5326/JAAHA-MS-4007)

Why the Guidelines are Needed

In December 2010, the American Veterinary Medical Association (AVMA) added prevention of disease to the veterinary oath. With the companion animal bond being stronger than ever, this is a perfect time for a “guideline umbrella” for optimal wellness and preventive care for dogs at all life stages.

It is more important than ever to emphasize the value of routine wellness care. Whenever possible, encourage clients to select a primary care veterinary practice and to choose a primary care veterinarian for each of their pets. By doing so, a strong relationship can be formed between the veterinarian and the client. Familiarity with the patient, the client and the family unit, and their specific needs allows the veterinary team to guide pet owners in optimal preventive care and disease prevention starting at the puppy or kitten stage. With the growing use of veterinary specialists, the primary care veterinarian’s role becomes increasingly more important to facilitate, coordinate, and manage overall care. A comprehensive approach promotes and enhances the human–animal bond. It includes individualized life stage and breed-specific wellness plans and encompasses all aspects of providing excellent preventive health care for dogs and cats.

The ultimate goal of wellness care is improved quality of life and longevity. Comprehensive life stage wellness care permits early detection and treatment or control of disease and cost-saving in long-term health care expenses. Clearly defined wellness plans encourage a unified approach from the entire veterinary team. The client is a crucial member of this team. A collaborative approach is generally linked to best outcomes.
A strong, clear recommendation must always begin with the veterinarian and be followed up by the entire veterinary team. Incorporate individualized life stage guidelines into reminder and callback systems. Strong, unified follow-up recommendations from the multiple members of the entire veterinary team will produce better compliance. Discuss future life stage recommendations beginning with the first visit to help set client expectations. Make it easy for the client to comply (e.g., consider types of or timing of preventive medications), advise clients of the risks and benefits, and provide encouragement in carrying out the patient’s wellness care needs.

Discuss healthcare financial planning to help pet owners prepare for the costs associated with optimal healthcare. Discuss wellness plans, including the pros and cons of insurance and/or other forms of healthcare financial planning to help pet owners comply with an optimal wellness plan. Staging of procedures, multiple visits, and various payment options may help increase compliance and ensure that patients receive as many of the wellness recommendations as possible.
Wellness Exams for Cats and Dogs: What do we check?

- **Ears**: for mites and infection
- **Vital Signs**: including temperature, weight, pulse, and respiration
- **Diet**: to ensure adequate nutrition and weight management
- **Skin & Coat**: for ticks, fleas, coat quality, and signs of irritation
- **Joints**: for arthritis or pain
- **Stool**: for intestinal parasites, such as roundworm, whipworm, hookworm, or tapeworm
- **Abdomen**: for abnormalities in organ shape, size, and location
- **Lungs**: for breathing problems
- **Heart**: for heart murmurs and disorders of rate or rhythm
- **Teeth & Gums**: for dental disease and oral growths
- **Throat & Neck**: for issues with the thyroid or lymph nodes
- **Eyes**: to ensure healthy vision and to look for signs of systemic disease

Waiting until your pet is seriously ill could mean a worse prognosis and could entail a costly hospitalization. Preventative care for your pet can result in increased longevity and significant savings in the long term. Your pets should be examined once a year, or twice a year if they are senior citizens.
Housebreaking Your New Puppy

Follow these guidelines to make housebreaking as easy as possible!

Start housebreaking at 7-8 weeks of age; it’s not too late if the puppy is older, the training may just take longer. Take him or her outside to eliminate 6-8 times a day. It may take 15-20 minutes for your puppy to finish eliminating, be sure to stay with him or her the entire time and don’t play until afterwards!

Use a key phrase when you take your puppy out to eliminate. Repeating this phrase lets the puppy know that it’s time to get to business! Immediately give him or her a reward after eliminating outdoors. Timing is key! If you wait until you return to the house, the puppy will associate being rewarded with coming inside.

Don’t punish! If your puppy has an accident, don’t rub his or her nose in it. Instead, try and catch your puppy in the act and take him or her outside.

Supervise indoors AND outdoors. Keep an eye on your puppy as much as possible so you can catch them in the act if they try to eliminate inside. Remember: puppies don’t have large bladder or bowel capacities; try to take your puppy out every four hours. If you can’t supervise your puppy all day, ask your veterinarian about crate training or puppy daycare.

Stick with it! Don’t be discouraged if it takes some time. Most puppies are housebroken by the time they’re 14-20 weeks old. If your puppy is taking longer and you feel that he or she should have already stopped eliminating indoors, consult your veterinarian for additional help and recommendations.
A Lifetime of Feline Wellness

8 WEEKS
- Comprehensive Physical Exam
- PVRCP Vaccine
- FeLV/FRV Test
- Internal Parasite Test (Fecal)
- Deworming Medication
- External Parasite Prevention

12 WEEKS
- Comprehensive Physical Exam
- PVRCP Vaccine
- FeLV Vaccine for At-Risk Cats
- Deworming Medication
- External Parasite Prevention

16 WEEKS
- Comprehensive Physical Exam
- Rabies Vaccine
- PVRCP Vaccine
- FeLV Vaccine for At-Risk Cats
- Deworming Medication
- Internal Parasites Test (Fecal)
- External Parasite Prevention

1-9 YEARS
- Comprehensive Physical Exam
- Nutritional Assessment
- Dental Cleaning
- Fecal Test
- Deworming Medication
- PVRCP & Rabies Vaccine
- FeLV Vaccine for At-Risk Cats
- External Parasite Preventative
- Senior Bloodwork Screening 
- Urinalysis

4-6 MONTHS
- Spay or Neuter Surgery
- FeLV/FRV Test (optional)

10+ YEARS
- Semi-Annual Physical Exam
- Nutritional Assessment
- Dental Cleaning
- Fecal Test
- Deworming Medication
- PVRCP & Rabies Vaccine
- FeLV Vaccine for At-Risk Cats
- External Parasite Preventative
- Senior Bloodwork Screening
- Urinalysis
General Litter Box Guidelines

For treatment and prevention of litter box problems

You should have one litter pan per cat, plus one extra. These should be placed in at least two different locations, with at least one pan per floor. Place them away from food/water bowls and in a quiet, low traffic area.

1 + 1 + 1 = 4 litter boxes

Generally, hoods are not recommended because they trap odors and often do not provide enough space for your cat. If you can, offer a variety of hooded, rimmed and open pans for your cats. Extra large or jumbo pans are the best.

Use clumping litter, such as Everclean or Arm & Hammer. Unscented, sandier textures are ideal. Many cats do not like deodorizers or baking soda; it sizzles when they urinate in it.

Scoop daily! Cats may not use a litter box that already contains stool or urine. Cats in multi-cat households may not use a pan that another cat has already used. You should clean out the litter box completely every week to decrease odors.

If your cat does eliminate outside the litter box, use an enzymatic odor eliminator, such as Anti-Icy-Poo or Nature’s Miracle, on areas where the cat eliminated. Keep in mind, if your cat is eliminating outside of the litter box it may indicate that there is a medical problem. Contact your veterinarian if this happens. The longer it goes on, the harder it can be to fix.
<table>
<thead>
<tr>
<th>Topic:</th>
<th>Common asked questions:</th>
<th>Talking Points:</th>
</tr>
</thead>
</table>
| **Introducing to dental care** | A. When inquiring about the SOAP question  
B. When reviewing puppy/kitten kits | 1. Start slow and when your pet relaxed state.  
2. If the pet bites, stop immediately  
3. Phases; rub muzzle, lift lip, run fingers over gums, give dog friendly toothpaste to lick. Then can move to introducing finger or toothbrush.  
4. All interactions need to be positive! |
| **Teeth brushing tips** | A. When inquiring about the oral care question in the SOAP  
B. When reviewing puppy/kitten kits | Dogs: Smear dog friendly toothpaste on a rubber toy or rawhide for dog to chew and "brush" his own teeth.  
Cats - Give greenies or CET Chews. |
| **Puppy Biting** | My puppy bites me all the time | 1. Yelp like a fellow puppy would, then stop playing.  
2. Have a toy nearby to present something appropriate to bite. |
| **Crate training** | A. These come to light when owner is experiencing potty concerns  
B. During new puppy visits | 1. Use examples: "I give my dog a stuffed Kong every time I put her in her crate. She can't wait for me to leave in the morning!"  
2. Provide a crate training handout. In our puppy kit. |
| **Potty Training** | We are working on potty training, but she still has accidents in the house | "She's in an appointment now may I ask what the call is in regard to? Our puppy is eating his poop, when we go over to him, he runs and gobbles it up. We yell at him and it isn't working, he eats it faster. I understand, I can assist with that. My rescue dog did the same thing. It is gross but it is a normal behavior. It takes a bit of work at first, they learn quickly. I leash when taking out for potty breaks, this lets you control the environment. Then when she goes call her away from it immediately reward her with a tasty treat then go in the house again rewarding her for going in the house. Eventually I didn't need the leash, I would just walk out with her. She would do her business, run and sit in front of me for her treat. Now I can just stand by the door she goes potty then runs back in the house to get her treat. It is important that it is instant and consistent. Everyone in the household needs to do the same thing and you immediately pick up the stool each time. |
| **Poop eater!** | "Can I talk with Dr. ____?" | "I know this can be scary, I would recommend making an appointment with Dr. _____. We want to rule out health concerns that can cause behavior changes and/or give you an opportunity to discuss the situation with Dr. _____. I have this or this time/day available which works for you? In the meantime, I would put Fluffy in a separate room when eating and don't let anyone near her. Also, if she has a high valued toy or bone make sure no one is near her when she is playing with it." |
| **Behavior concerns** | "My dog is showing aggression towards my kids." or "My dog snapped at me when I was trying to put his leash on," | |
# Frequently Asked Questions for Felines

<table>
<thead>
<tr>
<th>Topic:</th>
<th>Common asked questions and material explanations:</th>
<th>Key Points:</th>
</tr>
</thead>
</table>
| Introducing to dental care | a. When inquiring about the SOAP question "How is oral care going at home"  
b. When reviewing the puppy/kitten kit | 1. Start slow and when your pet relaxed state.  
2. If the pet bites, stop immediately  
3. Phases; rub muzzle, lift lip, run fingers over gums, give dog friendly toothpaste to lick. Then can move to introducing finger or toothbrush.  
4. All interactions need to be positive! |
| Teeth brushing tips | a. When inquiring about the SOAP question  
b. When reviewing puppy/kitten kit | Provide easy solutions like Greenie treats or CET chews. |
| Kitten biting or attacking | "My kitten attacks me" | Kittens love to play and learn from play interaction.  
1. Kitten has enrichment toys- cat trees, paper bag, wands with feathers, balls to chase, laser pointer can be a fun toy.  
1b. Use treat dispensing toys for cats too.  
2. Never use your hands or fingers to play with your kitten, this can confuse them to play inappropriately and attack/bite you or small kids.  
3. Cats like to jump, scratch, climb and perch in high places. |
| Potty concerns | "My cat is urinating outside of the litter box or around the house" | 1. Make an appointment to rule out health concerns.  
2. Multiple cat household rule of thumb is one litter box per cat per floor plus an extra one. Litter boxes need to be in different parts of the house, not all together, this helps to avoid litter box "guarding" by the dominate cat. |
| Play time | "How much should I play with my indoor cat?" | 1. As recommended by PetMD, 10-15-minute sessions 3 times a day.  
2. Make sure to have different toys.  
3. Bird feeders |
## Common Household Pet Toxins

### Chemicals
- Aerosols
- After-shave
- Anti-smoking gum (Nicorette)
- Cigarettes
- Cleaners
- Cosmetics
- Deodorants
- Rea bombs
- Glue
- Human vitamins
- Insecticides
- Lead
- Lighter fluid
- Lotion
- Medications for human consumption (over the counter & prescription)
- Mothballs
- Nail polish
- Paint
- Paint thinner
- Perfume
- Phenol
- Potpourri
- Rat/mouse bait
- Scented Candles
- Shampoo (human)
- Soap
- Suntan lotion with zinc

### Plants
- Aloe
- Amaryllis
- Begonia
- Bird of Paradise
- Bleeding heart
- Cannabis (Marijuana)
- Darford
- Dumb Cane
- English ivy
- Eucalyptus
- Ferns

### Troubled Areas
- Balconies
- Bath tubs or sinks
- Doors & windows

### Troubled Areas continued
- Electrical cords
- Fireplace
- Ovens
- Stoves
- Toilets
- Washer & dryer

### Holidays
- Alcohol
- Balloons
- Candy
- Candy wrappers
- Confetti
- Costumes
- Easter grass (plastic)
- Fireworks
- Flowers
- Holiday plants (poinsettia, holly, lily)
- Hot food containers
- Mistletoe (real)
- Ornamentals
- Ribbons
- Turkey/chicken bones
- Small plastic toys
- Styrofoam
- Tinsel
- Tree preservation solution

### Commonly Swallowed Objects
- Glass
- Hair pins
- Jewelry
- Nylons
- Paper clips
- Plastic wrap
- Remote controls
- Rubber bands
- Sharp objects
- String/yarn
- Towels
- Wax

### Outside the Home
- Algae
- Antifreeze
- Deck lattice
- De-icing salts
- Fences/gates
- Fertilizer/plant food
- Fire pit
- Gasoline
- Hot tubs
- Mushrooms
- Oil
- Pesticides and incorrectly applied insecticides
- Soft wood shavings
- Swimming pools

### Commonly Swallowed Objects continued
- Batties
- Bread “twisties”
- Buttons
- Coins
- Cotton swabs
- Clothing (socks, underwear)
- Garbage

### In Case of Emergency
If you believe your pet is experiencing an emergency, please call Veterinary Specialists & Emergency Services:
(585) 424-1277

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**Animal Care Assistant**

Monroe Veterinary Associates

ACA Manual Rev 2020 Jan
Canine Vaccine / Health Recommendations:

**Rabies**: (Core Vaccine) (Zoonotic) Rabies is a viral disease that can affect all warm-blooded mammals including dogs, cats, wildlife and humans. The virus infects cells of the nervous system, producing in coordination and behavioral abnormalities such as unusual aggression or withdrawal. Once signs of rabies appear, the disease is always fatal. Rabies is usually transmitted by bite wounds, often from infected wildlife. The Rabies vaccination is required by New York State. The initial Rabies vaccine can be given at 12 weeks of age or older.

**(DHP-CPV) Distemper**: (Core Vaccine) A widespread virus that infects various tissues in the body, producing diarrhea, fever, nasal or ocular discharge, respiratory disease, appetite loss, and neurologic signs such as muscular spasms and paralysis. This disease is easily transmitted and often fatal.

**Hepatitis**: Infects a wide range of tissues, including the liver, kidneys, spleen and lungs. Infected dogs typically develop a fever and abnormal bleeding and experience a loss of white blood cells, which are a key component of the immune system. The virus is shed through urine and can survive outside the host for weeks or months.

**Parvovirus**: An intestinal virus that causes diarrhea, vomiting, depression and loss of appetite. This virus can range from mild to severe and can be fatal due to dehydration and loss of appetite. Puppies are at greatest risk because of their limited body reserves. Parvo is highly contagious and is shed in feces which contaminates the environment and is spread from one animal to another. Parvo can survive in the environment for years.

**Canine Parainfluenza Virus**: An infectious respiratory disease easily transmitted through the air or direct contact. Upper respiratory disease can limit the dog’s activity and progress to pneumonia.

**Leptospirosis**: (Zoonotic) A bacterial infection resulting from contact with the urine of infected wildlife, contaminated water or food. Leptospirosis or “Lepto” bacteria infect the kidneys and liver, causing fever, anorexia, depression and generalized pain. Leptospirosis can be transmitted to humans by contact with infected urine through breaks in the skin or mucous membranes.

**Bordetella**: Bordetella Bronchiseptica is the major causative agent in kennel cough, which is an upper respiratory infection that is most commonly identified by a deep harsh, dry hacking cough and is most generally passed among groups of dogs, such as at a boarding facility, play-groups, training sessions, dog parks, daycares, or grooming facilities.

**Canine influenza (CI)**: Canine Influenza or dog flu is a highly contagious respiratory infection of dogs that is caused by an influenza A virus. The Canine Influenza vaccine is recommended for boarding at all MVA facilities. This vaccine requires an initial vaccine then a booster 2-4 weeks later. If there is a lapse of time between boosters exceeding 6 weeks, then the vaccine series needs to be started.
Lyme: Lyme Borreliosis is a tick-borne bacterial infection. If exposed, dogs can develop symptoms within weeks of exposure. Doctors would administer this vaccine for dogs in endemic area or with high risk factors.

Fecal Parasite Screen: Intestinal parasites are a common problem among pets. As puppies, we recommend testing at least twice (ideally at 8 and 16 weeks), then yearly fecal screens as adults.

Heartworm / Lyme Testing: Annual heartworm testing detects heartworm disease in its early stages. It is required prior to dispensing any heartworm preventive medications. We will begin testing your dog at 9 months of age, then yearly thereafter. This combo test also tests for Lyme disease exposure.

Nutrition: We recommend Purina Diet or a similar high-quality diet for basic overall nutrition. Prescriptions diets are prescribed for medical conditions present through diagnosis.

Strategic Deworming: Deworming is performed at every puppy visit and we recommend monthly year-round internal parasite control.

Routine Spaying/Neutering: Generally, around 6 months of age is an ideal time to neuter or spay a puppy. Your veterinarian will guide you as to what will be best for your pet. Altering at a young age will help prevent many annoying behavioral problems and reduce the risk of many medical problems as well.

Pre-Anesthetic Bloodwork: A small chemistry panel that tests the basic function of major internal organs (i.e. kidneys, liver). This test is recommended for any animal undergoing anesthesia under the age of 7.

Senior Bloodwork: This is a more comprehensive blood chemistry analysis that tests the function of internal organs and systems. It includes a full CBC, chemistry and thyroid test. This test is required for any patient undergoing anesthesia over 7 years of age and also recommended annually at age 7 in dogs and 9 in cats and thereafter as part of routine diagnostic screening.

Parasite Control: Monthly external and internal parasite control is recommended to control or eliminate parasites. The product is chosen based on a patient’s risk assessment.

Non-Medical Boarding: The minimum vaccination requirements for canine boarding are distemper, rabies and Bordetella. We strongly recommend Canine Influenza vaccination as well.
Canine Vaccination Schedule

<table>
<thead>
<tr>
<th>Age start</th>
<th>DA2P-CPV &lt;7-week temp</th>
<th>DA2P-CPV #1</th>
<th>DA2P-CPV #2 +/- Lepto</th>
<th>DA2P-CPV #3 +/- Lepto &amp; Rabies</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 weeks</td>
<td>6 weeks</td>
<td>8 weeks</td>
<td>12 weeks</td>
<td>16 weeks</td>
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<td>7 weeks</td>
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<td>13 weeks</td>
<td>16 weeks</td>
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<tr>
<td>11 weeks</td>
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<td>-</td>
<td>11 weeks (code 202)</td>
<td>15 weeks (203)</td>
</tr>
<tr>
<td>12 &amp; older</td>
<td>-</td>
<td>-</td>
<td>12 weeks (code 202)</td>
<td>16 weeks (203)</td>
</tr>
</tbody>
</table>

Round up for any ½ week age: i.e.: if 7½ weeks round up to 8-week schedule, etc.

Canine Bordetella (kennel cough) for all at risk dogs:
- Intraoral: 8 weeks of age or older, booster yearly (administered in cheek pouch).
- Injectable: 6 weeks of age or older, booster in 4 weeks, then yearly.

First Heartworm test: 9 months of age. Reminder is linked to code 203(DHLPP#3).
CIV: for all at risk dogs 6 weeks and older: Does client travel with pet? i.e. Florida in winter.
Lyme: Can be given 8 weeks and older. We recommend given to puppies at 5 months and 6 months of age and any adult dog with a booster in 4 weeks.

Senior pet recommendations: Canine 7 years of age
Feline 9 years of age

Senior pet lab work: CBC, Chem 18, T4, +/-U/A.

Deworm all puppies and kittens with pyrantel pamoate at each puppy/kitten visit at 1ml/5#.
If fleas found on pet, then Drontal (dog/cat) or Profender (cats) may be used instead of pyrantel per DVM.

Infinity note changed to vaccine booster in 4 weeks to eliminate client confusion

Spay/Neuter: 6 months of age (this is breed determined per DVM discussion with client)

Fecal testing: Two fecal tests first year of life (ideally at 8 & 16 weeks of age).
- Adult dogs: one per year and if clinical signs exist (diarrhea, vomiting).

Booster series (CIV, KC, LYME, FELV) must be restarted if first vaccine was given >6 weeks earlier.
Injection Sights of Vaccines for Canines

Vaccines are given in a consistent area of the pet’s body to allow for allergic reaction identification.

**Core Vaccines:** Rabies, DHLPP, Lepto

**Helpful tips:**
- If you are right-handed this tip works well – the right side is your primary side. All core vaccines are given on this side.
- Rabies-Right Rear
- The other core vaccines are given in the right shoulder area.

All non-core vaccines go on the left-side of the dog. Bordetella aka: Kennel Cough/ITT - oral vaccine.
**Canine Vaccines (page 1 of 2)**

Vaccines are generally given 3 - 4 weeks apart.

*Please see Canine Vaccine/Health Recommendations for additional information.*

<table>
<thead>
<tr>
<th>Vaccine Name</th>
<th>Part of a 5 component vaccine</th>
<th>Organism</th>
<th>Transmission</th>
<th>Reservoir</th>
<th>Vaccine protocol</th>
<th>Examples/Highlights</th>
</tr>
</thead>
</table>
| Rabies -RV       | Core                          | virus    | saliva (bite wound)   | raccoon, bat, fox, skunk | 3rd Puppy visit-16 weeks 1 year, then 3 year | 1. When a client is question or refusing the rabies vaccine use a story to give value of the importance of the vaccine not by using the NYS regulation.  
2. Clients do not respond well when quoting just a regulation.  
3. Clients want to know you care before they care what you know.  
4. This disease is fatal. That is why it is mandated by the state. |
| Distemper* - DHPP or DHLPP | 1*                            | Core     | aerosol (inhaled)     | spread through all body secretions | 1st, 2nd, 3rd Puppy visit 1 year, then 3 year | 1. This is a 5 component/all in one vaccine.  
2. Name the components for the owner.  
3. Explain, "This is a core vaccine, most of the components last for 3 years but the Lepto will need to be boostered yearly." |
| Hepatitis* - DHPP | 2*                            | Core     | aerosol (inhaled)     | shed through urine | 1st, 2nd, 3rd Puppy visit 1 year, then 3 year | 1. This is a 5 component/all in one vaccine.  
2. Name the components for the owner.  
3. Explain, "This is a core vaccine, most of the components last for 3 years but the Lepto will need to be boostered yearly." |
| Leptospirosis* - Lepto or DHLPP if given in the 5-component vaccine | 3* (+/-) | Core     | spiral bacteria       | wildlife (ex. deer, skunk) & livestock (some ex. cattle, sheep, etc.) infects water | 2nd & 3rd Puppy visit Annually | 1. This is a 5 component/all in one vaccine.  
2. Name the components for the owner.  
3. Explain, "This is a core vaccine, most of the components last for 3 years but the Lepto will need to be boostered yearly.  
4. Explain, "This disease is spread by wildlife; deer, skunks, etc. and can be passed to people, so we want to make sure everyone is protected." |
| Parvovirus* - DHPP | 4*                            | Core     | virus                 | fecal-oral | Shed in stool which contaminates the environment | 1st, 2nd, 3rd Puppy visit 1 year, then 3 year | 1. This is a "all in one" vaccine. Name the components. This is a core vaccine, most of the components last for 3 years the Lepto will need to be boostered yearly.  
2. Parvo is a virus that attacks the GI track and results in severe vomiting and diarrhea. The virus also stays in the environment for more than 5 months! There is supportive care but sometimes if too sick then it can be fatal. Puppies are more susceptible but unvaccinated adults are also unprotected and can get the virus." |
| Para-influenza* - DHPP | 5*                            | Core     | virus                 | airborne | spread through air and direct contact | 1st, 2nd, 3rd Puppy visit 1 year, then 3 year | 1. This is a 5 component/all in one vaccine.  
2. Name the components for the owner.  
3. Explain, "This is a core vaccine, most of the components last for 3 years but the Lepto will need to be boostered yearly." |
Canine Vaccines (page 2 of 2)

Vaccines are generally given 3 - 4 weeks apart. **Please see Canine Vaccine/Health Recommendations** for additional information.

<table>
<thead>
<tr>
<th>Vaccine Name</th>
<th>Organism</th>
<th>Transmission</th>
<th>Reservoir</th>
<th>Vaccine protocol</th>
<th>Examples/Highlights</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bordetella - Kennel Cough/ITT</strong></td>
<td><strong>Lifestyle</strong></td>
<td>bacteria/virus</td>
<td>airborne</td>
<td>Oral annually</td>
<td>&quot;Do you board or groom Rex? If so, then it would be a required vaccine. The vaccine protects against the virus that you can say is similar to our common cold. This is an airborne virus that is why boarding facilities require this vaccination.&quot;</td>
</tr>
</tbody>
</table>
| **Canine Influenza Vaccine - CIV** | **Lifestyle**    | virus        | airborne  | initial vaccine then booster in 3-4 weeks, then annual | When to recommend:  
  1. Travel out of state  
  2. Boarding at Camp Bow Wow  
  3. Explain this is like human flu worse than cold

| **Lyme**                         | **Core**         | tick-borne bacterial infection | Deer tick | tick bite     | initial vaccine then booster in 3-4 weeks, then annual  

**NOT a substitute for preventatives**

1. Relate: On the local news - "I'm sure you've seen the local news about the tick problem and the diseases they spread or have experienced this yourself. I know I have. A few months back there was a local news report about a 5-yr. old girl who woke up paralyzed, they found a tick in her head, luckily, she fully recovered. It's the Deer tick that spreads this disease.
2. Vaccinate - The vaccine we provide is new and improved it protects against 5 strains of this disease.
3. Best practice recommendation: Between using the preventatives and vaccine it's like having a seatbelt and airbag. It is good to have both."
Feline Vaccine / Health Recommendations:

**Rabies:** (Core Vaccine) (Zoonotic) Rabies is a viral disease that can affect all warm-blooded mammals including dogs, cats, wildlife and humans. The virus infects cells of the nervous system, producing incoordination and behavioral abnormalities such as unusual aggression or withdrawal. Once signs of rabies appear, the disease is always fatal. Rabies is usually transmitted by bite wounds, often from infected wildlife. The Rabies vaccination is required by New York State. The initial Rabies vaccine can be given at 12 weeks of age or older.

**(FVRCP) Feline Viral Rhinotracheitis:** (Core Vaccine) A severe upper respiratory infection causing sneezing, coughing, lethargy, discharge from eyes and nose and loss of appetite. This disease is debilitating and chronic. This virus is airborne, very contagious to unvaccinated kittens and cats and in some cases can even lead to death.

**Calicivirus Infection:** A severe upper respiratory infection causing a range of diseases from milk illness to life-threatening pneumonia. Symptoms include loss of appetite, lethargy, elevated temperature, sneezing, oral ulcers and discharge from the eyes. This virus is transmitted by direct contact with an infected cat or objects and in severe cases can lead to death.

**Panleukopenia (Feline Distemper):** Is caused by the feline parvovirus; a close of relative of canine parvovirus. It is an intestinal disease that causes diarrhea, vomiting, depression and loss of appetite. This virus can range from mild to severe and can be fatal due to dehydration and loss of appetite. Kittens are at greatest risk because of their limited body reserves. Panleukopenia is highly contagious and is primarily spread through contact with an infected cat's bodily fluids, feces or fleas. Panleukopenia is very resistant; it can remain infectious and survive in your homes and yards for 1 year or longer.

**Feline Leukemia (FeLV):** A highly contagious disease that impairs the cat's immune system and causes certain types of cancer. Transmission of FeLV is extremely easy through contact with saliva and nasal fluids (casual contact) but also from urine, feces, blood and milk from infected cats. It is the most common cause of cancer in cats and it may cause various blood disorders and lower the immune system; hindering the cat's ability to protect itself against other infections. We recommend all kittens be vaccinated at 8 and 12 weeks of age.

**Fecal Parasite Screen:** Intestinal parasites are a common problem among pets. As kittens, we recommend testing at least twice (ideally at 8 and 16 weeks), then yearly fecal screens as adults.

**FeLV / FIV Testing:** Feline Leukemia and Feline Immunodeficiency Virus are deadly viral infections that a cat can be born with or acquire through contact with other cats (saliva, blood i.e: bite wounds, sexual contact). Both of these viral infections are fatal. While supportive care can extend an infected cat's lifespan, there is no known cure for either infection. Kittens and cats with unknown origin or exposure should be blood tested for both viruses before exposure to other cats. Testing can be performed at 8 weeks of age, then retesting should be performed 60 days after initial test. If done at humane society/rescue organization, retest 60 days after that test date.
**Nutrition:** We recommend Purina Diet or a similar high-quality diet for basic overall nutrition. Prescriptions diets are prescribed for medical conditions present through diagnosis.

**Strategic Deworming:** Deworming is performed at every kitten visit and we recommend monthly year-round internal parasite control.

**Routine Neutering:** Generally, 6 months of age is an ideal time to castrate or spay a kitten. Your veterinarian will guide you as to what will be best for your pet. Altering at a young age will help prevent many annoying behavioral problems and reduce the risk of many medical problems as well.

**Pre-Anesthetic Bloodwork:** A small chemistry panel that tests the basic function of major internal organs (i.e. kidneys/liver). This test is recommended for any animal undergoing anesthesia under the age of 7.

**Senior Bloodwork:** This is a more comprehensive blood chemistry analysis that tests the function of internal organs and systems. It includes a full CBC, chemistry and thyroid test. This test is required for any patient undergoing anesthesia over 7 years of age and also recommended annually at age 9 in cats and thereafter as part of routine diagnostic screening.

**Parasite Control:** Monthly external and internal parasite control is recommended to control or eliminate parasites. The product is chosen based on a patient’s risk assessment.

**Non-Medical Boarding:** The minimum vaccination requirements are Rabies and FVRCP for cats.

**For the Non-adjuvanted Rabies Vaccines**

- A direct association between post vaccine chronic inflammation and risk of developing vaccine associated sarcomas has not been established however adjuvants have been known to cause chronic inflammation (that can persist for months-years) and have been found histologically associated with sarcomas -- based on information from Dr. Alice Wolf and AAFP vaccine advisory panel ‘the recommendation is for veterinarians to use less inflammatory products whenever possible
- Therefore, we have chosen to limit the exposure of our patients to adjuvants and provide as safe choice as possible with current evidence and have chosen to use nonadjuvanted rabies vaccines (for several years now)
- There is a 3 year nonadjuvanted rabies vaccine but may be more cost prohibitive

**For the Intranasal FVRCP Vaccines**

- These vaccines provide local mucosal immunity, these vaccines help to provide quicker response to infections
- These vaccines may have immune modulating effects that may be helpful with cats with URI
- They are nonadjuvanted and non-injectable effective form of vaccination
- In the future likely will move to FVRC vaccine (and keep FVRCP injectables for kittens/1st yr booster and cats with no previous vaccine history)
### Feline Vaccination Schedule

<table>
<thead>
<tr>
<th>Age start vaccines</th>
<th>FVR temp &lt;7-week temp</th>
<th>FVR-CP #1 &amp; FELV #1</th>
<th>FVR-CP #2 &amp; FELV #2</th>
<th>FVR-CP #3 &amp; Rabies</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 weeks</td>
<td>6 weeks</td>
<td>8 weeks</td>
<td>12 weeks</td>
<td>16 weeks</td>
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<td>13 weeks</td>
<td>16 weeks</td>
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<tr>
<td>11 weeks</td>
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<td>11 weeks (code 222)</td>
<td>15 weeks (code 223)</td>
</tr>
<tr>
<td>12 weeks</td>
<td>-</td>
<td>-</td>
<td>12 weeks (code 222)</td>
<td>16 weeks (code 223)</td>
</tr>
</tbody>
</table>

Round up for any 1/2-week age: i.e.: if 7 1/2 weeks round up to 8 week schedule, etc.

FELV/FIV testing: Earliest is done at 8 weeks of age. Retest 60 days after initial test. If done at humane society, retest 60 days after that test date.

**Senior pet recommendations:**
- Canine 7 years of age
- Feline 9 years of age

**Senior pet lab work:** CBC, Chem 18, T4, +/-U/A.

Deworm all puppies and kittens with pyrantel pamoate at each puppy/kitten visit at 1ml/5#.
If fleas found on pet, then Drontal (dog/cat) or Profender (cats) may be used instead of pyrantel per DVM.

Infinity note changed to vaccine booster in 4 weeks to eliminate client confusion

Spay/Neuter: 6 months of age (this is breed determined per DVM discussion with client)

Fecal testing: Two fecal tests first year of life (ideally at 8 & 16 weeks of age).
- Adult dogs: one per year and if clinical signs exist (diarrhea, vomiting).

Booster series (CIV, KC, LYME, FELV) must be restarted if first vaccine was given >6 weeks earlier.
Injection Sights of Vaccines for Felines

Vaccines are given in a consistent area of the pet’s body to allow for allergic reaction identification.

**Core Vaccines:** Rabies (RV), Feline Distemper- Three component vaccine* (FVRCP)
**Non-core vaccine:** Feline Leukemia (FeLV)

**Helpful tips:**
- If you are right-handed this tip works well – the right side is your primary side. All core vaccines are given on this side.
- Rabies-Right Rear
- The other core vaccines are given in the right shoulder area.

*See description of components in section Canine/Feline Wellness/Vaccine
Feline Vaccines  
Vaccines are generally given 3 - 4 weeks apart.  
Please see Feline Vaccine/Health Recommendations for additional information.

<table>
<thead>
<tr>
<th>Vaccine Name</th>
<th>Part of a 3-component vaccine</th>
<th>Organism</th>
<th>Transmission</th>
<th>Reservoir</th>
<th>Vaccine protocol</th>
<th>Examples of Talking Points:</th>
</tr>
</thead>
</table>
| Rabies - RV                         | Core                          | virus    | saliva (bite wound) | raccoon, bat, fox, skunk | 3rd Kitten visit-16 weeks 1 year, then 3 year | Health Risk: Death/Zoonotic  
1. When a client is question or refusing the rabies vaccine use a story to give value of the importance of the vaccine not by using the NYS regulation.  
2. Clients do not respond well when quoting just a regulation.  
3. Clients want to know how much you care before they care how much you know.  
4. "This disease is fatal. That is why it is mandated by the state." |
| Feline Viral Rhinotraceitis* - FVRCP| Core                          | virus    | “Airborne” aerosol (inhaled) | direct contact or infected environment | 1st, 2nd, 3rd kitten visit 1 year, then 3 year | Health Risks: conjunctivitis. Sneezing, running nose, drooling.  
"This is a core vaccine so Fluffy will receive a one-year vaccine today, then every 3 years for life. It protects against multiple viruses that can cause a variety of health concerns.” This can be triggered by common feline herpes virus. |
| Calcivirus* - FVRCP                 | Core                          | virus    | “Airborne” aerosol (inhaled) | direct contact or infected environment | 1st, 2nd, 3rd kitten visit 1 year, then 3 year | Health Risks: Similar symptoms to rhino, respiratory signs, mouth ulcers, and pneumonia.  
"This is a core vaccine so Fluffy will receive a one-year vaccine today, then every 3 years for life. It protects against multiple viruses that can cause a variety of health concerns.” |
| Panleukopenia* - FVRCP              | Core                          | virus (cat version of parvo) | ubiquitous, meaning it is in virtually every place that is not regularly disinfected. | direct contact or infected environment | 1st, 2nd, 3rd kitten visit 1 year, then 3 year | Health Risks: vomiting and diarrhea, abnormal brain development in kittens in utero. Untreated can cause death within 12 hours.  
"This is a core vaccine so Fluffy will receive a one-year vaccine today, then every 3 years for life. It protects against multiple viruses that can cause a variety of health concerns.” |
| Feline Leukemia Virus - FeLV or Feluk| Rec./Outdoor cats or if contact with unknown vaccinated cats | Lifestyle | retrovirus | blood & saliva | initial vaccine then booster in 3-4 weeks, then annually | ACA asks, "Is Fluffy an indoor only kitty?"  
Client states, "Yes, but she goes outside once in a while but doesn’t leave the yard." ACA response, Oh perfect! We would recommend that she receives the Feline Leukemia vaccine today to protect her just in case she has any visitor while she’s out there bird watching. This is a disease spread by cat to cat contact through fighting or grooming. Like humans this disease shortens life span and increases chances of getting cancer. She’ll need to get the booster in 3-4 weeks, but it would just be with a technician no exam cost.”  
but first we will need to complete a onetime blood test* to make sure she doesn’t have the disease so we can vaccinate. *See description of FeLuk/FIV combo test to be able to explain to owner. |

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**FeLuk/FIV combo test**

A FeLuk/FIV combo test is a blood test that screens for both feline leukemia virus (FeLV) and feline immunodeficiency virus (FIV). This test is important because it helps determine if a cat is at risk for these viruses, which can lead to serious health issues in cats. The test is typically recommended for outdoor or high-risk cats, or for cats with a history of contact with other unvaccinated cats. It's a one-time test, and if the results are negative, the cat can be vaccinated for FeLV and FIV. The test results are not affected by vaccination status, allowing for accurate readings even after vaccination. The results are typically available within a few days, and they provide a comprehensive assessment of a cat's risk for these viral infections. This information is crucial for cat owners to make informed decisions about their pet's health and well-being, ensuring that they receive the appropriate care and protection.
Client Education: Puppy and Kitten Development

Puppies

8 weeks:
- Comprehensive physical exam
- DHPP #1 Vaccine
- Bordetella vaccine (if needed)
- Internal parasite test (fecal)
- External parasite prevention
- Heartworm prevention
- Deworming medicine

12 weeks:
- Comprehensive physical exam
- DHLPP #2 Vaccine
- CIV (optional)
- Lyme Vaccine #1 (optional)
- Dental assessment
- External parasite prevention
- Heartworm prevention
- Deworming medicine

16 weeks:
- Comprehensive physical exam
- DHLPP #3 Vaccine
- Rabies Vaccine
- Internal parasite test (fecal)
- External parasite prevention
- Heartworm prevention
- Deworming medicine
- Lyme Vaccine #2 (optional)
Kittens

8 weeks:

- Comprehensive Physical Exam
- FVRCP Vaccine #1
- FeLV/FIV Test
- FeLV #1 for At-Risk Cats recommended
- Internal Parasite Test (Fecal)
- Deworming Medication
- External Parasite Prevention

12 weeks:

- Comprehensive Physical Exam
- FVRCP Vaccine #2
- FeLV #2 for At-Risk Cats recommended
- Deworming Medication
- External Parasite Prevention

16 weeks:

- Comprehensive Physical Exam
- Rabies Vaccine
- FVRCP Vaccine #3
- Deworming Medication
- Internal Parasites Test (Fecal)
- External Parasite Prevention
Client Education: Senior Recommendations

**Canine**
Age: 7 + years
Semi-annual physical exam
Nutritional Assessment
Dental Cleaning
DHLPP & Rabies Vaccine
Fecal Test
External Parasite Preventative
Heartworm/Deworming Medicine

**Feline**
Age: 9 + years
Semi-annual Physical Exam
Nutritional Assessment
Dental Cleaning
Fecal Test
Deworming Medication
FVRCP & Rabies Vaccine
FeLV Vaccine for At-Risk Cats
External Parasite Preventive
Wellness Exams for Senior Cats and Dogs

What do we check?

Ears
- for mites and infection

Eyes
- to ensure healthy vision
- to look for signs of systemic disease

Mind/Behavior
- to identify declining cognitive function or senility

Teeth & Gums
- for dental disease and oral growths

Throat & Neck
- for issues with the thyroid or lymph nodes

Heart
- for heart murmur and disorders of the rate or rhythm

Lungs
- for breathing problems

Abdomen
- for abnormalities in organ shape, size and location

Vital Signs
- including temperature, weight, pulse and respiration

Blood Work
- to ensure overall health and to detect early signs of disease

Nutrition
- to determine if nutritional requirements have changed

Skin & Coat
- for ticks, fleas, coat quality and signs of irritation

Rectal Exam/Stool
- to check for tumors, enlarged prostate in males and to look for intestinal parasites

Joints
- for arthritis or pain

Waiting until your pet is seriously ill could mean a worse prognosis and could entail a costly hospitalization. Preventive care for your pet can result in increased longevity and significant savings in the long term. Your pets should be examined twice a year if they are senior citizens.
Celebrating Seniors

Old age never looked so good!

Beginning at age 7 for dogs or age 9 for cats, your pet enters their senior years. The health of your pet can change rapidly and changes can go unnoticed. Early intervention can contribute to a lifetime of good health.

### Your pet’s “human” age based on weight and age

<table>
<thead>
<tr>
<th>age</th>
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<th>&gt;90</th>
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<tr>
<td>25</td>
<td>116</td>
<td>124</td>
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</tbody>
</table>

### How to keep your senior citizen happy and healthy:

- Work closely with your veterinarian and talk about any changes you’ve noticed. Remember, your pet can’t speak for themselves!
- Semi-annual exams to check for health issues before they become bigger problems.
- Ask about how proper nutrition and exercise could help to keep your pet in top shape.
- Ask about the latest advances in veterinary pharmaceuticals that could impact your pet’s health.

Monroe Veterinary Associates

Compassionate care... for life
Semi-Annual Exams

Why are they important?

Our pets age faster than we do, which means major health changes can occur in only a few months. That’s why it’s important for senior dogs to have a complete physical exam every 6 months.

Changes in your pet to look out for:

**Dental care**
- bad breath
- red, bleeding gums
- tartar/plaque
- infected/loose teeth

**Arthritis**
- slowness to rise/lay down/licking joints
- changes in where your pet sleeps/difficulty sleeping
- mood changes

**Behavior**
- change in social interaction
- sleep/wake patterns
- forgetfulness or disorientation
- loss of house training

**Blood Testing/Urinalysis**

To detect changes in your pet’s blood and prevent serious illness, recommended blood tests are:
- Complete Blood Count (CBC)
- Chemistry panel
- Thyroid test (T4)
- Urinalysis (UA)

Other things to keep in mind...

Senior nutrition: As your pet ages, their dietary needs change as well. To stay in top-form, a senior’s diet should contain less fat and include other supplements recommended by your pet’s doctor.

Additional important tests your pet may need:

<table>
<thead>
<tr>
<th>Blood pressure monitoring</th>
<th>X-rays</th>
<th>Electrocardiogram (ECG)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ultrasound</td>
<td>Glaucoma check</td>
<td>Specialist referral</td>
</tr>
</tbody>
</table>
Senior Bloodwork

Blood tests are extremely valuable to veterinarians because they provide a good picture of your pet’s overall health. These tests can tell your vet that something is wrong even when your pet’s behavior hasn’t changed. But what exactly are we looking for?

Complete Blood Count (CBC)

**Red Blood Cells**
- Transports oxygen throughout the body

**Platelets**
- Helps prevent bleeding

**White Blood Cells**
- Responsible for fighting infections

**Reticulocytes**
- Immature red blood cells, increased during times of blood loss or immune-mediated anemia

**Kidneys**
- Responsible for filtering metabolic waste, excess sodium and water from the blood.

**Liver**
- Processes the blood by removing bacteria and toxins. Also breaks down nutrients that are absorbed during digestion.

**Pancreas**
- Produces several digestive enzymes and hormones to regulate metabolism.

**Glucose**
- Highly regulated in the bloodstream but can fluctuate after eating. Changes in glucose levels can be seen with a variety of metabolic diseases, such as diabetes and various organ system abnormalities.

**Electrolytes**
- Electrolytes are critical to body function and must be maintained carefully. Despite how effective the body is at regulating concentration levels, dehydration is a common cause of electrolyte imbalance.

**Biochemistry tests can indicate:**
- Normal kidney function
- Early renal disease
- Renal failure
- Infection
- Cancer

**Biochemistry tests can indicate:**
- Liver disease
- Cushing’s syndrome
- Certain cancers
- Dehydration
- Gallbladder problems

**Biochemistry tests can indicate:**
- Pancreatitis (inflammation of the pancreas)
- Diabetes mellitus
- Pancreatic insufficiency
## Common Medical Conditions in Senior Pets

<table>
<thead>
<tr>
<th>System</th>
<th>Examples of Diseases</th>
<th>Signs</th>
<th>If Left Untreated</th>
<th>Your Veterinarian May Recommend...</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Dental</strong></td>
<td>periodontal disease, gingivitis, cancer</td>
<td>bad breath, redness in gums, swollen gums, mass</td>
<td>heart disease, tooth loss, kidney and liver damage, systemic infection, pain</td>
<td>oral exam, bloodwork, x-rays, teeth cleaning, oral surgery</td>
</tr>
<tr>
<td><strong>Liver</strong></td>
<td>inflammatory, degenerative and cancerous liver disease</td>
<td>decreased appetite, weight loss, vomiting, diarrhea, abdominal bloating, increased thirst/urination</td>
<td>hyponatremia, lipid metabolism disturbance, anemia, bleeding disorders, liver failure</td>
<td>physical exam, bloodwork, x-rays, ultrasound, biopsy, urinalysis</td>
</tr>
<tr>
<td><strong>Kidney</strong></td>
<td>kidney failure, kidney stones, kidney infection, kidney insufficiency</td>
<td>increased thirst/urination, decreased appetite, weight loss, vomiting, diarrhea, back pain</td>
<td>progression to kidney failure, heart disease, electrolyte upsets, fluid balance disturbance, death</td>
<td>physical exam, bloodwork, x-rays, ultrasound, urinalysis, special diet, urine culture, urine protein:creatinine ratio</td>
</tr>
<tr>
<td><strong>Heart &amp; Lungs</strong></td>
<td>cardiac disease, pneumonia, bronchitis, emphysema</td>
<td>decreased stamina, coughing, difficulty breathing, weight loss, pot belly</td>
<td>progression to renal and liver disease, poor vascular perfusion, eventual death</td>
<td>chest x-rays, ECG, blood pressure, baseline bloodwork, ultrasound, urinalysis</td>
</tr>
<tr>
<td><strong>Joints</strong></td>
<td>arthritis, hip dysplasia, back disease</td>
<td>lameness, reluctance to walk or exercise, decreased appetite, discomfort/pain</td>
<td>progressive disease, reduced mobility, neurologic deficits</td>
<td>physical examination, bloodwork, Lyme test, x-rays, urinalysis, joint analysis</td>
</tr>
<tr>
<td><strong>Endocrine System</strong></td>
<td>diabetes mellitus, hyperthyroidism, hypothyroidism, hyperadrenocorticism, hypoadrenocorticism</td>
<td>noticeable weight change, increased appetite without weight gain, vomiting, increased water consumption, frequent urination, change in energy level</td>
<td>heart failure, kidney failure, secondary metabolic disease</td>
<td>bloodwork, specific endocrine profile, urinalysis</td>
</tr>
<tr>
<td><strong>Cancer</strong></td>
<td>cancers of the skin, spleen, liver, lymphoid tissue, etc.</td>
<td>bleeding, lumps, irritated skin, identified mass, swollen lymph nodes, vomiting, diarrhea</td>
<td>can progress to organ failure or death</td>
<td>bloodwork, physical exam, cytology, biopsy, urinalysis</td>
</tr>
<tr>
<td><strong>Ocular</strong></td>
<td>cataracts, dry eye, glaucoma</td>
<td>gray or bluish hue on center of the eye, rubbing, pressing head against objects, swelling, redness, irritation, tearing</td>
<td>difficulty seeing, corneal ulceration, can progress to blindness, loss of eye</td>
<td>ocular exam, baseline bloodwork, urinalysis</td>
</tr>
<tr>
<td><strong>Gastro-intestinal System</strong></td>
<td>inflammatory bowel disease, pancreatitis, cancer, colitis</td>
<td>vomiting, diarrhea, weight loss, fluid gain</td>
<td>further weight loss, disease will progress to potential death</td>
<td>bloodwork, physical exam, urinalysis, x-ray, ultrasound, endoscopy, biopsy, special diet</td>
</tr>
</tbody>
</table>
### Senior Screening Talking Tracks

**What age are dogs and cats considered seniors?** Canine 7+ Feline 9+

**What is included in senior bloodwork?** CBC, Chem 18, T4, +/- Urinalysis

**Key points:** Pets age faster than people. Annual testing can assist with early disease detection. Early treatment can slow the progression of a disease.

**What does the bloodwork test for?** See Senior Care section for details on the individual blood tests.

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Response Example</th>
</tr>
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<tbody>
<tr>
<td>“Gunner” is 9-year-old dog. What do you say to the client to recommend they complete a senior bloodwork panel?</td>
<td>“I see that Gunner is 9 years old, at this age he is considered a senior and we need to start thinking about senior care. The doctor will recommend that we see him every 6 months and complete senior bloodwork to ensure we keep Gunner healthy. The bloodwork consists of; a CBC gives total blood cell counts to alert to infection and body functions. The Chem 18 which gives 18 levels of how the organs are functioning and a thyroid test. These all tell the doctor how things are working on the inside so he can address concerns early before they get serious.”</td>
</tr>
<tr>
<td>“Fluffy” is coming in with Mrs. Smith for her annual today. “Fluffy” is now a 7-year-old German Shepherd. What would you say to the client to introduce senior care?</td>
<td>Ask how “Fluffy” is getting around, any jumping, joint concerns, decreased appetite, weight loss, frequent urination leads into senior care. “Bigger breeds age faster so Dr. Smith will want to get some bloodwork today to make sure everything on the inside is working like it should be, he will also use this in the future for a baseline if any concerns arise.”</td>
</tr>
<tr>
<td>You have recommended senior bloodwork to a client. The client asks, “How much is it?” What do you say? Remember quality for service.</td>
<td>Have paper with tests broken down with prices and what is being looked at (reference card), review with client. “The panel consists of 3 different types of bloodwork tests, CBC (explain), Chem 18 (explain), and a T4 (explain) the total for this is $$”, if cost is a concern these can be broken up, “I'll let Dr. Smith know and he can talk to you about which test he would prioritize for Fluffy.”</td>
</tr>
<tr>
<td>You recommended Senior bloodwork to a client and discussed the reasons why. They ask, “how much?” You tell them It is ~ $136.00. The Client says, “Wow that is a lot of money!” How do you respond?</td>
<td>“I understand it can require some budgeting. These tests are important because they provide information on how the body is doing on the inside. That way if something is going on and Fluffy isn't having symptoms yet we can catch it before it gets to that critical point. Again, I understand you weren't expecting this bloodwork test today. It might be a possibility to separate these tests, so the cost is broken up. I can talk to Dr. Smith to see which test he would prioritize for Fluffy today.”</td>
</tr>
<tr>
<td>You inform the client that Theo is now of senior age. They tell you that he still looks and acts young. How do you respond?</td>
<td>“I'm glad to hear that he is doing so well. To ensure that he stays in good health we need to see how things are going on the inside. Dr. Smith uses these blood tests to do that. It is a combination of blood tests; a CBC gives total blood cell counts to alert to infection and body functions, Chem 18 which gives 18 levels of how the organs are functioning and a thyroid test. These all tell the doctor how things are working on the inside so he can address concerns early before they get serious.”</td>
</tr>
<tr>
<td>You are giving your routine senior care talk with the client for the first time. You inform the client the Dr. Will be recommending 6 months visits and want to complete senior bloodwork. You provide all the needed information. After your discussion the owner says, “Um, I'm not sure”. What do you say?</td>
<td>I understand this is new information and new considerations, I'll leave a note to discuss this further with the doctor.”</td>
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</table>
## Senior Screening Bloodwork

<table>
<thead>
<tr>
<th>Bloodwork Name</th>
<th>Highlights</th>
<th>What does this test for?</th>
<th>How do you explain to owners?</th>
<th>In house or sent out?</th>
</tr>
</thead>
</table>
| CBC (total red and white blood cell count) | 1. Total count of red and white blood cells  
   2. Checks platelets  
   3. Provides insight into bone marrow function | A CBC for dogs or cats identifies and quantifies white blood cells, red blood cells and platelets in a given amount of blood. This provides indicators for bone marrow health and overall body functionally. | "A CBC looks at red blood cells white blood cells and platelets. This can help identify evidence of anemia, infection, or bleeding issues." | Sent out |
| Chem 18 (Organ functions) | 1. Kidney  
   2. Liver  
   3. Electrolytes  
   4. Glucose | This lab work checks multiple levels for organ function. | "A Chem 18 gives 18 individual tests levels of how the organs are functioning." | Sent out |
| T4 (Thyroid) | 1. Checks thyroid gland | Looks at the hormone levels produced by the thyroid gland. Dogs typically get low thyroid. Cats typically get high thyroid. | "This checks the functions of the thyroid gland." | Sent out |
| Urinalysis (UA) | 1. Assess urinary tract health  
   2. Use to diagnosis diabetic  
   3. Organ function | Assess the overall health of your dog's urinary tract, including the kidneys and bladder, and to check for other health indicators such as glucose regulation and liver function | "This test checks the overall health of the urinary tract. Like infection and glucose. This was how my Rottweiler was diagnosed with diabetes a long time ago." | Sent out |
| Pre-Anesthetic bloodwork - Required for senior pets before a surgical procedure | 1. Required for Senior Pets  
   2. Use before surgical procedure  
   3. Checks organs that excrete medications | A small chemistry panel that tests the basic levels of kidney and liver functions. The kidneys and liver flush out the anesthesia. | "This checks the functions of the kidney and liver which is important because those organs flush the anesthesia out of the system, and we want to make sure they are working like they should be." | Sent out/In-House |
Vitals/Monitoring Parameters

**Temperature – normal:** Canine: 99.5 – 102.5  
Feline: 100 – 102.5  
Temperature can be obtained using a lubricated rectal thermometer. Leave in rectum ~ 1” deep until beeps.

**Pulse Rate – normal:** Canine: 80 - 120  
Feline: 120 – 180  
Taking a Pulse: Listen to heart sounds. Most commonly obtained with a stethoscope, but can be done manually, usually at femoral artery located high on inside of thigh. Each beat should make a clear “lub-dub” sound. Count # of beats for a minimum of 15 seconds then multiply by 4 to get your beats per minute.

- Pulse strength should also be evaluated
  - Normal,
  - Weak/thready (difficult to appreciate) - may indicate circulatory failure
  - Bounding (pulse "jumps out" to meet the fingertip before skin contact made) - may indicate early shock
  - Absent - may indicate circulatory failure

**Respiratory Rate – normal:** Canine: 16 – 30  
Feline: 20 – 30  
Obtaining respiratory rate: Can be obtained by using a stethoscope or visualizing chest cavity rise and fall. Count the # of inspirations for a minimum of 15 seconds then multiply by 4 to get respirations per minute.

**Capillary refill time (CRT) - normal:** 1-2 seconds

- Obtain by applying pressure (with index finger) to a non-pigmented mucous membrane (gums)
- The time it takes for color to return to the blanched area is the CRT.
- Normal is 1 to 2 seconds.

**Mucus membranes:** normal = pink (light to salmon), moist. Gums are most often evaluated, but conjunctiva, vulva/prepuce, non-pigmented pads or nose can also be used.

**Attitude (mentation) - normal:**

- BAR (bright, alert, responsive)
- QAR (quiet, alert, responsive)
- Terms: alert, depressed, altered (abnormal responsiveness), obtunded (dull), or comatose (unconscious).
Spaying and Neutering

Many pet owners opt to spay or neuter their pets. Spaying and neutering are important for reducing pet overpopulation.

**Surgical sterilization**

During surgical sterilization, a veterinarian removes certain reproductive organs.

Ovariohysterectomy, or the typical “spay”: the ovaries, fallopian tubes and uterus are removed from a female dog or cat. This makes her unable to reproduce and eliminates her heat cycle and breeding instinct-related behavior.

Orchiectomy, or the typical “neuter”: the testes are removed from a male dog or cat. This makes him unable to reproduce and reduces or eliminates male breeding behaviors.

**Why spay or neuter?**

Every year, millions of unwanted dogs and cats, including puppies and kittens, are euthanized. The good news is that responsible pet owners can make a difference. By having their dog or cat sterilized, the client will do their part to prevent the birth of unwanted puppies and kittens. Spaying and neutering prevents unwanted litters, helps protect against some serious health problems, and may reduce many of the behavioral problems associated with the mating instinct.

Removing a female dog or cat’s ovaries eliminates heat cycles and generally reduces the unwanted behaviors that may lead to owner frustration. Removing the testes from male dogs and cats reduces the breeding instinct, making them less inclined to roam and more content to stay at home.

Early spaying of female dogs and cats can help protect them from some serious health problems later in life such as uterine infections and breast cancer. Neutering a male pet can also lessen its risk of developing benign prostatic hyperplasia (enlarged prostate gland) and testicular cancer.

The procedure has no effect on a pet’s intelligence or ability to learn, play, work or hunt. Some pets tend to be better behaved following surgical removal of their ovaries or testes, making them more desirable companions.

**What are the risks of spaying and neutering?**

While both spaying and neutering are major surgical procedures, they are also the most common surgeries performed by veterinarians on cats and dogs. Like any surgical procedure, sterilization is associated with some anesthetic and surgical risk, but the overall incidence of complications is very low.
Before the procedure, the pet is given a thorough physical examination and preanesthetic bloodwork is highly recommended to ensure that he/she is in good health. General anesthesia is administered to perform the surgery and medications are given to minimize pain. The client will be asked to keep their pet calm and quiet for a few days after surgery as the incision begins to heal.

**Common myths**
Spaying or neutering does not:

- Cause laziness or hyperactivity
- Cause immature behaviors
- Postpone or delay normal behavioral maturity
- Alter its personality in any manner
- Reduce their instinct to protect their family or their home

<table>
<thead>
<tr>
<th></th>
<th>Canine</th>
<th>Feline</th>
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<tr>
<td>Birth weight</td>
<td>140-550g</td>
<td>80-140g</td>
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<tr>
<td><em>variable with breed</em></td>
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</tr>
<tr>
<td>Respiratory Rate (rpm)</td>
<td>15-30</td>
<td>20-30</td>
</tr>
<tr>
<td>Life span</td>
<td>12-14 yrs.</td>
<td>12-16 yrs.</td>
</tr>
<tr>
<td>Puberty</td>
<td>6 mo.</td>
<td>6-12 mo.</td>
</tr>
<tr>
<td>Frequency of Estrus</td>
<td>Twice yearly</td>
<td>Seasonally polyestrous</td>
</tr>
<tr>
<td>Duration of Estrus</td>
<td>9 days</td>
<td>Induced ovulators- 8 days</td>
</tr>
<tr>
<td>Gestation</td>
<td>63-65 days</td>
<td>65 days</td>
</tr>
<tr>
<td>Average # of offspring</td>
<td>4-8</td>
<td>3-8</td>
</tr>
</tbody>
</table>
Spaying Your Dog

**SPAYING YOUR DOG**

How spaying benefits your dog’s health

**What is spaying?**

Spaying is the surgical removal of the ovaries and the uterus in order to sterilize a female dog. This procedure involves general anesthesia and although it is routine, it is considered a major surgery.

The operation is performed through a small incision in the middle of the abdomen. Once the reproductive organs are removed, the incision will be closed with sutures and your dog will be given pain medication as necessary.

We recommend spaying your female dog between the age of 4 and 6 months.

**What are the benefits?**

**Medical Benefits:** spaying eliminates the risk of ovarian and uterine cancer, reduces the risk of breast cancer and prevents a uterine infection called pyometra, which is often deadly.

**Unplanned Pregnancy:** the average unspayed dog can have 12-20 puppies per year. According to the ASPCA, about 12 MILLION unwanted dogs are euthanized each year.

**Heat Cycle:** an unspayed dog will go into “heat” and when in heat, the female experiences an urge to escape to find a mate. This unwanted and dangerous behavior is eliminated when spayed.

**Myths Debunked**

Many parents feel that their children should experience the miracle of birth.

Unfortunately, this experience doesn’t end there. The responsibility of taking care of 6-10 puppies and mom for 24 hours a day, 7 days a week for 6 weeks quickly becomes tiresome and expensive. Instead, teach children that all life is precious by spaying and neutering your pets.

*My dog will be calmer if she has one litter before she is spayed.*

FALSE! There is no scientific evidence that having puppies will calm your dog. In fact, dogs spayed before their first heat cycle are typically healthier in the long run.

*Don’t Worry! Spaying will not affect your dog’s personality.*

Are there any risks?

Any anesthetic procedure carries a risk; however, with the broad selection of anesthetic agents, state-of-the-art monitoring and experienced staff, anesthetic or surgical complications rarely occur during a canine spay.

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ACA Manual Rev 2020 Jan
Neutering Your Dog

**What is neutering?**

The operation of neutering male dogs involves general anesthesia. An incision is made over the front of the scrotal sac so that each testicle can be removed, leaving the sac intact.

We recommend neutering your male dog between the age of 4 and 6 months.

4-6 mons.

To ensure a healthy recovery, be sure your dog does not lick excessively at his incision.

**What are the benefits?**

Undesirable Sexual Tendencies: Attractive to female dogs, roaming and-mounting can be reduced by neutering.

Urine Marking: Most male dogs do not completely empty their bladders when urinating. Some will retain urine to “mark” other objects they pass; neutering helps reduce this habit.

Medical Benefits: Neutering eliminates the possibility of testicular cancer, reduces the risk of prostate disease and perianal tumors/bcesses.

**Does it affect behavior?**

The majority of unwanted characteristics stem from the male hormone testosterone, which is produced within the testicles. Once the testicles are removed, behaviors such as aggression may decrease. All aggressive dogs should be neutered as aggression can be genetic.

Don’t Worry! Neutering will not affect your dog’s personality.

It’s a common myth that neutered dogs are lazy. The truth is that neutered males are no more likely to become fat or lazy as long as they receive a proper diet and exercise.

**Are there any risks?**

Any anesthetic procedure carries a risk, however, with the broad selection of anesthetic agents, state-of-the-art monitoring and experienced staff, anesthetic or surgical complications rarely occur during a canine neuter surgery.
Spaying Your Cat

Spaying is the surgical removal of the ovaries and the uterus in order to sterilize a female cat. This procedure involves general anesthesia and although it is routine, it is considered a major surgery.

We recommend spaying your female cat between the age of 4 and 6 months.

What are the benefits?

- **Cancer:** Spaying eliminates the risk of ovarian and uterine cancers. Cats spayed before their first heat have a less than 1% chance of developing breast cancer.
- **Unplanned Pregnancy:** The average unspayed cat has 9-15 kittens per year. According to the ASPCA, about 1.4 MILLION unwanted cats are euthanized each year.
- **Heat Cycle:** An unspayed cat will have a heat cycle every 2-3 weeks. During this time she may rub and roll on the floor, cry frequently, and attract males from miles around.

Myths Debunked

- **My cat will be calmer if she has one litter before she is spayed.**
  - **FALSE!** There is no scientific evidence that having kittens will calm your cat. In fact, cats spayed before their first heat cycle are typically healthier in the long run.

Are there any risks?

Any anesthetic procedure carries a risk, however, with the broad selection of anesthetic agents, state-of-the-art monitoring and experienced staff, anesthetic or surgical complications rarely occur during a feline spay.
Neutering Your Cat

What is neutering?

The operation of neutering male cats involves general anesthesia. An incision is made over each side of the scrotal sac so that each testicle can be removed.

Because the incisions are so small, outside sutures are not typically required.

What are the benefits?

Aggression: all cats can fight, but most inter-cat aggression is between intact (non-neutered) males.

Roaming: intact males have larger territories; neutering reduces roaming in the majority of cases.

Spraying: males may mark territory with urine outside the litterbox; neutering decreases this by about 80%.

Urine: male urine has a pungent odor; neutering decreases this odor to a more normal urine smell.

Does it affect behavior?

The majority of unwanted characteristics stem from the male hormone testosterone, which is produced within the testicles. Once the testicles are removed, behaviors such as aggression, roaming and spraying will decrease.

Don’t Worry!

Neutering will not affect your cat’s personality.

It’s a common myth that neutered cats are lazy. The truth is that neutered males are no more likely to become fat or lazy as long as they receive a proper diet and exercise.

Are there any risks?

Any anesthetic procedure carries a risk, however, with the broad selection of anesthetic agents, state-of-the-art monitoring and experienced staff, anesthetic or surgical complications rarely occur during a feline neuter surgery.
Part 3

Heartworm, Parasites, Zoonotic Diseases and Prevention

Objective: Have a clear understanding of parasites and the diseases they carry. Know what MVA currently offers as prevention. Help clients decide which prevention is best for their pet’s lifestyle.
Heartworm Disease

What is heartworm disease?
Heartworm disease is a serious and potentially fatal disease in pets in the United States and many other parts of the world. It is caused by foot-long worms (heartworms) that live in the heart, lungs and associated blood vessels of affected pets, causing severe lung disease, heart failure and damage to other organs in the body. Heartworm disease affects dogs, cats and ferrets, but heartworms also live in other mammal species, including wolves, coyotes, foxes, sea lions and—in rare instances—humans. Because wild species such as foxes and coyotes live in proximity to many urban areas, they are considered important carriers of the disease.

Dogs:
The dog is a natural host for heartworms, which means that heartworms that live inside the dog mature into adults, mate and produce offspring. If untreated, their numbers can increase, and dogs have been known to harbor several hundred worms in their bodies. Heartworm disease causes lasting damage to the heart, lungs and arteries, and can affect the dog’s health and quality of life long after the parasites are gone. For this reason, prevention is by far the best option, and treatment—when needed—should be administered as early in the course of the disease as possible.

Cats:
Heartworm disease in cats is very different from heartworm disease in dogs. The cat is an atypical host for heartworms, and most worms in cats do not survive to the adult stage. Cats with adult heartworms typically have just one to three worms, and many cats affected by heartworms have no adult worms. While this means heartworm disease often goes undiagnosed in cats, it’s important to understand that even immature worms cause real damage in the form of a condition known as heartworm associated respiratory disease (HARD). Moreover, the medication used to treat heartworm infections in dogs cannot be used in cats, so prevention is the only means of protecting cats from the effects of heartworm disease.

How is heartworm disease transmitted from one pet to another?
The mosquito plays an essential role in the heartworm life cycle. Adult female heartworms living in an infected dog, fox, coyote, or wolf produce microscopic baby worms called microfilaria that circulate in the bloodstream. When a mosquito bites and takes a blood meal from an infected animal, it picks up these baby worms, which develop and mature into “infective stage” larvae over a period of 10 to 14 days. Then, when the infected mosquito bites another dog, cat, or susceptible wild animal, the infective larvae are deposited onto the surface of the animal's skin and enter the new host through the mosquito’s bite wound. Once inside a new host, it takes approximately 6 months for the larvae to mature into adult heartworms. Once mature, heartworms can live for 5 to 7 years in dogs and up to 2 or 3 years in cats. Because of the longevity of these worms, each mosquito season can lead to an increasing number of worms in an infected pet.
What are the signs of heartworm disease in dogs?
In the early stages of the disease, many dogs show few symptoms or no symptoms at all. The longer the infection persists, the more likely symptoms will develop. Active dogs, dogs heavily infected with heartworms, or those with other health problems often show pronounced clinical signs.

Signs of heartworm disease may include a mild persistent cough, reluctance to exercise, fatigue after moderate activity, decreased appetite, and weight loss. As heartworm disease progresses, pets may develop heart failure and the appearance of a swollen belly due to excess fluid in the abdomen. Dogs with large numbers of heartworms can develop sudden blockages of blood flow within the heart leading to a life-threatening form of cardiovascular collapse. This is called caval syndrome and is marked by a sudden onset of labored breathing, pale gums, and dark bloody or coffee-colored urine. Without prompt surgical removal of the heartworm blockage, few dogs survive.

What are the signs of heartworm disease in cats?
Signs of heartworm disease in cats can be very subtle or very dramatic. Symptoms may include coughing, asthma-like attacks, periodic vomiting, lack of appetite, or weight loss. Occasionally an affected cat may have difficulty walking, experience fainting or seizures, or suffer from fluid accumulation in the abdomen. Unfortunately, the first sign in some cases is sudden collapse of the cat, or sudden death.

How significant are pets’ risk for heartworm infection?
Many factors must be considered, even if heartworms do not seem to be a problem in your local area. Your community may have a greater incidence of heartworm disease than you realize—or you may unknowingly travel with your pet to an area where heartworms are more common. Heartworm disease is also spreading to new regions of the country each year. Stray and neglected dogs and certain wildlife such as coyotes, wolves, and foxes can be carriers of heartworms. Mosquitoes blown great distances by the wind and the relocation of infected pets to previously uninfected areas also contribute to the spread of heartworm disease (this happened following Hurricane Katrina when 250,000 pets, many of them infected with heartworms, were “adopted” and shipped throughout the country).

The fact is that heartworm disease has been diagnosed in all 50 states, and risk factors are impossible to predict. Multiple variables, from climate variations to the presence of wildlife carriers, cause rates of infections to vary dramatically from year to year—even within communities. And because infected mosquitoes can come inside, both outdoor and indoor pets are at risk.

For that reason, the American Heartworm Society recommends that you “think 12:” (1) get your pet tested every 12 months for heartworm and (2) give your pet heartworm preventive 12 months a year.
When should pets be tested?
Testing procedures and timing differ somewhat between dogs and cats.

**Dogs**
All dogs should be tested annually for heartworm infection, and this can usually be done during a routine visit for preventive care. Following are guidelines on testing and timing:

Puppies under 9 months of age should be started on heartworm prevention without a heartworm test (it takes at least 6 months for a dog to test positive after it has been infected).

Adult dogs over 9 months of age and previously not on a preventive need to be tested prior to starting heartworm prevention.

You need to consult your veterinarian, and immediately re-start your dog on monthly preventive—then retest your dog 6 months later. The reason for re-testing is that heartworms must be approximately 7 months old before the infection can be diagnosed.

Annual testing is necessary, even when dogs are on heartworm prevention year-round, to ensure that the prevention program is working. Heartworm medications are highly effective, but dogs can still become infected. If a client misses just one dose of a monthly medication—or give it late—it can leave the dog unprotected. Even if they give the medication as recommended, their dog may spit out or vomit a heartworm pill—or rub off a topical medication. Heartworm preventives are highly effective, but not 100 percent effective. If they don't get their dog tested, they won't know your dog needs treatment.

**Cats**
Heartworm infection in cats is harder to detect than in dogs, because cats are much less likely than dogs to have adult heartworms. The preferred method for screening cats includes the use of both an antigen and an antibody test (the “antibody” test detects exposure to heartworm larvae). The veterinarian may also use x-rays or ultrasound to look for heartworm infection. Because there is no approved treatment for heartworm infection in cats, prevention is critical.
Parasites, Testing, Zoonotic Diseases and Prevention

Veterinarians and veterinary staff play a crucial role in educating clients about how to protect their pets, themselves and their families from parasites and diseases they may cause. Routine testing and prevention protocols are an imperative part of MVA's healthcare guidelines. Zoonotic diseases are diseases that are transmitted from animals to humans and are a significant consideration in the development of our standards and recommendations.

Normal behaviors, such as eating directly off the ground, drinking out of puddles, grooming, and playing fetch and pouncing and biting items on the ground, predispose dogs and cats to parasitic infections all year long. Dogs and cats also acquire infections from infected prey (e.g., rabbits or mice) or fleas that serve as intermediate or paratenic hosts for different parasites. Year-round internal parasite prevention products do not guarantee that a pet will not have intestinal parasites. Recurring developmental stages of parasites, such as hookworms, periodically repopulate the intestine, grow to adulthood and shed eggs in feces. Eggs and cysts produced by parasites may not be susceptible to prevention or treatment by the products being administered. Lastly, owner compliance in administering preventatives may be lacking.

Protecting your clients from zoonotic disease

In addition to having health implications for the pet itself, some of the parasite stages shed in dog and cat feces are zoonotic, so removing them to prevent environmental contamination, thereby protecting clients and their families, is important. Cutaneous larva migrans by hookworms cause nasty skin lesions. Larval stages of ascarids can migrate through the liver, lungs and eyes causing organ damage and blindness respectively. With an estimated 3–6 million people infected each year, ascarid infection is one of the leading causes of unilateral blindness.

How often a fecal examination should be performed

A pet's history and lifestyle give some indication as to whether they are likely to have certain parasites. Important factors include age of pet, recent adoption from a shelter, frequenting of dog parks, administration of year-round preventives, hunting, presence of fleas, access to rodents or cockroaches and presence of other medical problems. Even predominantly indoor pets are likely to be exposed to parasites. MVA protocol recommends two (2) fecal parasite screenings as a puppy or kitten, then annually.
Parasite Preventives

Companion Animal Parasite Council Current Guidelines:
Parasite Testing and Protection Guided by Veterinarians

Conduct preventive physical examinations at least every 6 to 12 months.
Conduct annual heartworm testing in dogs
Test annually for tick-transmitted pathogens, especially in regions where pathogens are endemic or emerging. (ex. Lyme disease)
Conduct fecal examinations at least two times during the first year of life, and at least once yearly in adults.
Prescribe control programs to local parasite prevalence and individual pet lifestyle factors.
Adapt prevention recommendations to address emerging parasite threats.
In areas where Lyme disease is considered endemic or emerging, vaccinate dogs against Borrelia burgdorferi. At MVA, this vaccine is used on an individual case basis.

Every Pet, All Year Long
Administer year-round broad-spectrum parasite control with efficacy against heartworm, intestinal parasites, fleas, and ticks. Control of parasites with zoonotic potential is essential.
Administer anthelmintic treatment to puppies and kittens starting at 2 weeks of age and repeating every 2 weeks until regular broad-spectrum parasite control begins.
Maintain pregnant and nursing dams on broad-spectrum control products.

Healthy Lifestyle, Healthy Pets, Healthy People
Feed pets commercial or cooked food (not raw diets) and provide fresh water.
Cover sandboxes when not in use and protect garden areas from fecal contamination.
Pick up feces immediately when walking a dog in a public area and from the yard daily.
To prevent roaming and limit predation, keep dogs on a leash or behind a fence and keep cats indoors.
Permanently identify dogs and cats through microchip implantation.
Do not handle animal feces or urine with bare hands, and wash hands immediately after incidental contact. This recommendation is particularly important for children and individuals at increased risk.
Properly dispose of animal waste according to local municipal regulations.
Spay or neuter all pets not intended for breeding.
If Less Than Optimal Control Is Practiced
Conduct fecal examinations at least yearly, dependent on patient health and lifestyle factors.
Encourage annual testing for heartworm and other vector-borne infections in dogs and routine, year-round use of heartworm preventive, monthly intestinal parasite control, and flea and tick control in all pets.

Fleas and Ticks
They're creepy, they're crawly...and they can carry diseases. Fleas and ticks are not just a nuisance but pose animal and human health risks. They suck your pet's blood; they suck human blood and can transmit diseases. Some of the diseases that fleas and ticks can transmit from animals to humans (zoonotic diseases) include plague, Lyme disease, Rocky Mountain Spotted Fever, bartonellosis and others. That's why it's critical to protect your pets from these pesky parasites and keep the creepy crawlies out of your home.

Fortunately, there are many effective flea and tick preventives on the market to help control the pests and prevent the spread of zoonotic diseases. Knowing what kind of product to use, and how to use it, is critical to the health and safety of pets. Many are spot-on (topical) products that are applied directly to pets' skin, but there are some that are given orally (by mouth). Although medicines and pesticides must meet U.S. government-required safety standards before they can be sold, it is still critical that pet owners carefully consider their flea and tick preventive options (and closely read the label) before they treat their pets with one of these products.

Be aware that certain flea and tick preventives are regulated by the Environmental Protection Agency (EPA), while others are regulated by the Food and Drug Administration (FDA). It can seem confusing at first to figure out which agency regulates certain products, but it's actually straightforward: if the product is regulated by the EPA, there's an EPA number clearly listed on the package. If it's regulated by the FDA, there should be a NADA or ANADA number clearly listed on the package. Check the label for either an EPA or an FDA approval statement and number.
# Internal Parasites (endoparasites)

## Gastrointestinal system:

<table>
<thead>
<tr>
<th>Parasite Family</th>
<th>Species</th>
<th>Identification and Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coccidia</td>
<td>Isospora spp.</td>
<td>These small eggs can be recovered via float or direct smear.</td>
</tr>
<tr>
<td>Giardia</td>
<td>Giardia spp.</td>
<td>Flagellates found in dogs, cats, and many other species including humans. Trophozoites rare on direct smear of very fresh feces; Cysts via direct smear or flotation with zinc sulfate solution. Immunologic fecal tests are also available.</td>
</tr>
<tr>
<td>Hookworms</td>
<td>Ancylostoma caninum (dog) Ancylostoma tubaeforme (cat) Ancylostoma braziliense (dog and cat) Uncinaria stenocephala (dog)</td>
<td>Small intestinal nematodes of dogs/cats, May be found attached to intestinal wall (hooked) or passed in feces Eggs recovered via fecal floatation.</td>
</tr>
<tr>
<td>Roundworms</td>
<td>Toxocara canis (dog) Toxocara cati (cat) Toxascaris leonina (carnivores)</td>
<td>Ascarids found in small intestine. Large, spaghetti-like adults found in vomitus/feces. Eggs can be recovered via fecal float.</td>
</tr>
<tr>
<td>Tapeworms</td>
<td>Dipylidium caninum*</td>
<td>Most common dog and cat tapeworm transmitted by flea ingestion. Diagnosis made by recovery of proglottids (~rice grain) in feces, less often via fecal float.</td>
</tr>
<tr>
<td>Toxoplasma</td>
<td>Toxoplasma gondii</td>
<td>Cysts found in the feline intestine, undercooked meats, and in soil.</td>
</tr>
<tr>
<td>Whipworms</td>
<td>Trichurus vulpis (dog) Trichurus campanula (cat) Trichurus serrata (cat)</td>
<td>Small, whip-shaped nematodes in the large intestine of dogs (common) and cats (rare) Eggs recovered via fecal float.</td>
</tr>
</tbody>
</table>

## Circulatory system

<table>
<thead>
<tr>
<th>Parasite Family</th>
<th>Species</th>
<th>Identification and Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heartworms</td>
<td>Dirofilaria immitis</td>
<td>Microfilaria can be found in blood; adults live in heart and pulmonary artery Diagnosis of occult infection is made via serologic test.</td>
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</table>

## Intracellular

<table>
<thead>
<tr>
<th>Parasite Family</th>
<th>Species</th>
<th>Identification and Description</th>
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</thead>
<tbody>
<tr>
<td>Hemobartonella</td>
<td>Mycoplasma hemofelis (N. America) Eperythrozoon felis (Europe &amp; Australia)</td>
<td>In anemic cats, small round or rod-shaped structures that stain dark on Wright's or Romanowsky stain. May need to view several slides before ruling out its presence. Common name of Feline Infectious Anemia (FIA). Organism should not be confused with <em>Cytauxzoon felis</em>.</td>
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</table>
## External Parasites (ectoparasites)

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<tbody>
<tr>
<td><strong>Fleas</strong></td>
<td><em>Ctenocephalides felis</em></td>
<td>Most common cat &amp; dog flea. Can transmit tapeworms</td>
</tr>
</tbody>
</table>
| **Black-legged/Deer Tick** | *Ixodes scapularis* | Human babesiosis  
Lyme disease  
Anaplasmosis  
Ehrlichiosis  
Most commonly found in the understory or leaf litter associated with natural wooded areas frequented by wildlife. The edge habitat often found surrounding a home or yard provides ample habitat to support these ticks. |
| **American dog tick** | *Dermacentor variabilis* | Rocky Mountain spotted fever  
Tularemia |
| **Brown dog tick** | *Rhipicephalus sanguineus* | Anaplasmosis  
Canine babesiosis  
Ehrlichiosis  
Hepatozoonosis  
Rocky Mountain spotted fever  
Live inside and around homes and kennels and infest homes and kennels anywhere there are dogs, including in colder regions of North America such as Canada and Alaska. |
# Internal and External Parasite Preventative Guide - DOGS

<table>
<thead>
<tr>
<th>Product</th>
<th>Form</th>
<th>Intestinal Parasites</th>
<th>Fleas</th>
<th>Ticks</th>
<th>Other</th>
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<tr>
<td></td>
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<td>HW</td>
<td>Rounds</td>
<td>Hooks</td>
<td>Whips</td>
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<td>Credelio</td>
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### Internal and External Parasite Preventative Guide – CATS

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<th>Larvae</th>
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<th>Brm Dog</th>
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### Other Internal / External Parasite Preventatives (MVA does not carry) - DOGS

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Other Internal / External Parasite Preventatives (MVA does not carry) - CATS

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Please see Parasite/Disease Prevention for additional information.

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<thead>
<tr>
<th>Parasite or Disease</th>
<th>organic material needed for testing</th>
<th>Transmission</th>
<th>Recommended year-round preventative</th>
<th>Examples of Talking Points:</th>
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</thead>
</table>
| Heartworm           |                                    |              |                                     | "I see that we are doing the heartworm bloodwork test today, that is great and needed for that initial diagnosis, but the bloodwork won’t protect Fluffy from getting the disease if she is bitten by an infected mosquito. A monthly preventative provides that protection. Cost concern: "I understand that cost is a consideration, the preventatives are the way to go and they are only about $10 a month. I have clients that purchase them monthly to split up the cost and that is perfectly ok! We can set up reminders, so you receive a text or email or postcard if that is easier." Explain rebate offers."
| Canine              | blood test                         | Mosquito     | Interceptor +                      |                             |
| Feline              | No reliable test. The test available can get false negatives | Mosquito     | Revolution +                      | No reliable diagnostic test or treatment! "I feel that we don’t discuss heartworm in cats enough. Cats can get heartworm disease too. We don’t really know until it's too late or they develop secondary issues and complications. Prevention is the way to go" "Again, since there is no treatment for this disease in cats, prevention is the best option to ensure your cat stays in good health. This disease is spread by mosquitoes the medication has parasite prevention benefits too. Ideally should be given year-round, if client is hesitant minimal practice is to give during mosquito season." |
| Intestinal Parasites|                                    |              |                                     | 1. We look for parasite eggs 2. The eggs are microscopic. You can NOT see them with the naked eye. 3. When asking for stool let client know name of test and why you are asking "Did you bring in a stool sample for the Intestinal Parasite screening? We look for roundworms, whipworm, etc. that live in the environment." |
| Coccidia           | 24-hour fecal sample               | ingestion    | dewormer                           | Commonly found in puppies and kittens. |
| Roundworms          | 24-hour fecal sample               | ingestion    | K9-Interceptor + Feline-Revolution | "It's the eggs that we look for. They live in the environment, so when your pup walks and picks these eggs up on their feet then licks themselves, they can ingest these microscopic eggs and become infected. Then they shed it when they go potty. Children are more susceptible because they don't know to wash their hands as adults do." So, because people can get them, we run an Intestinal Parasite screening once a year unless there are some potty concerns going on. Believe it or not particular parasites are commonly found in the potting soil we purchase...so we buy them!" Indoor kitties are subject to these day to day. |
Parasites and Diseases…Continued (page 2 of 2)
Please see Parasite/Disease Prevention for additional information.

<table>
<thead>
<tr>
<th>Parasite or Disease</th>
<th>organic material needed for testing</th>
<th>Transmission</th>
<th>Recommended year-round preventative</th>
<th>Examples of Talking Points:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hookworms</td>
<td>24-hour fecal sample</td>
<td>ingestion/skin transmission</td>
<td>K9-Interceptor + Feline-Revolution</td>
<td>&quot;It's the eggs that we look for. They live in the soil, so when your pup walks and picks these eggs up on their feet then licks themselves, they can ingest these microscopic eggs and become infected. Then they shed it when they go potty. Children are more susceptible because they don't know to wash their hands as adults do. &quot; So, because people can get them, we run an Intestinal Parasite screening once a year unless there are some potty concerns going on.&quot;</td>
</tr>
<tr>
<td>Whipworms</td>
<td>24-hour fecal sample</td>
<td>ingestion</td>
<td>K9-Interceptor +</td>
<td>&quot;It's the eggs that we look for. They live in the soil, so when your pup walks and picks these eggs up on their feet then licks themselves, they can ingest these microscopic eggs and become infected. Then they shed it when they go potty.</td>
</tr>
</tbody>
</table>
| Tapeworms           | 24-hour fecal sample               | ingestion    | K9-Interceptor + Feline Revolution + | 1. Develop by ingesting fleas or hunting behaviors.  
2. Example: "This can be re-occurring so I would recommend getting Fluffy on flea/tick preventative." |
| Fleas               | Visual                             | environmental exposure | K9- Credelio Feline - Revolution + | "Most of all they are creepy, and they spread disease. One female can lay 50 eggs a day. The eggs can lay dormant until a food source is available and then hatch. That is why they infest so quickly and easily. If you are seeing one, then they are in your house. I recommend Spring cleaning, vacuum under all furniture, wash all bedding where your pet sleeps and treat all the pets in the household with preventatives for minimally 3 months (recommend more) to get it under control or rid of the infestation." |
| Ticks               | Visual                             | environmental exposure | K9- Credelio Feline - Revolution + | There are different species of ticks that spread different diseases, the most common one heard of is Lyme spread by the Deer Tick. If left untreated Lyme can cause damage to the heart, nervous system and kidneys. In severe cases can cause kidney failure and death. Due to the rise of this disease we recommend using the vaccine and a monthly preventative. It's like having a seatbelt and airbag. Good to have both." |
Intestinal Parasite Screening Talking tracks

**When is testing needed?** Two times within the first year of life, annually, gastrointestinal (GI) concerns.

**Why do we care about this?** There are health concerns for the host. People can become infected by some of these parasites. Kids are more susceptible.

**Why do we request stool?** We look for parasite eggs. The parasites live in the intestinal track and the eggs are deposited in the stool as it passes through. When the pet has a BM the eggs are deposited in the environment for other hosts to pick up.

**What are the types of Parasites?** There are Internal and External parasites. Please see Parasite/Disease Prevention section for list of parasites.

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Response</th>
</tr>
</thead>
</table>
| Client states, “My cat stays inside. I don’t need to do a fecal test.”   | 1. "Yes I understand, and you would think that being indoors would be the answer to keep Molly safe, but these parasites are so small you can't see them with the naked eye."
   2. Explain where they are found:
   a. Roundworms are found in potting soil.
   b. We bring in parasites from outside on shoes.
   c. Goose, duck, rabbits, deer poop carries parasites.
   d. Dogs can bring in parasites.
   e. If you own certain exotics (lizards) they naturally have parasites. |
| Client states, “I have too many cats.” “I can’t be sure whose stool I’ll get.” | 1. Parasites are very commonly shared between social animals.
   2. Communal sample "Only need one."
   3. If someone is having loose stool, we would want to make sure sample comes from that pet.
   "Grab the freshest one out of the litter box. If your kitties are sharing litter boxes and food bowls, they are sharing these friends or Yes, I understand. with these types of parasites, they like to share them, so any fresh sample will do and we would medicate everyone if we found anything." |
| Team member: “Hello Mrs. Smith, did you bring in a stool sample for us to complete an intestinal parasite screening today? Mrs. Smith: “No, my dog is on a leash and only walks around the block.” | "Oh yes I can understand how you might feel that Fluffy is protected because you are familiar with the area. The parasites we look for are in the environment and deposited in the soil when an infected pet has a bm. Then as the stool goes away the eggs are in the soil; we walk through it and bring it into the house. Then our pets clean themselves and get infected. Because people can contract these, we like to check it annually.
   1. We can send you home with a pre-paid testing cup to drop one off
   2. While the doctor completes a rectal exam, she can try to get one."
| Team member: “Hello Mrs. Smith, did you bring in a stool sample for us to complete a Parasite screening today? I don’t have time to get one. I have 2 young kids at home.” | "I understand there isn't enough time in the day! Having children this is especially important. If it is easier, I can send you home with a pre-paid cup to drop off at your convenience or I can ask the doctor to check to see if he can grab one during the exam today? Which would work better for you?"
   1. People can get them
   2. Kids are more susceptible to contracting these parasites |
| A client did not bring in a stool sample for their dog’s annual visit. How would you make the recommendation to take a fecal cup home? | “Hi Mr. Blank, were you able to get a stool sample for us to run an intestinal screening today? No. We use the stool to look for intestinal parasites that are in our environment like roundworms, whipworms. People can get these, so we like to test yearly to make sure everyone is kept healthy. If it is easier, I can send you home with a pre-paid cup or I can ask the doctor to see if he can get one during Fluffy’s exam today? Which would work better for you?” |
Zoonotic Diseases

April 6, 2009 (published) | January 26, 2011 (revised)
Jennifer Klotch, BA, AS, CVT, RVT, RAHT

Terms/Concepts:

- **Zoonoses** are considered diseases transmitted from animals to humans
- **Reverse zoonoses** are transmitted from humans to animals
- **Pseudo zoonotic diseases** are diseases people think they can get from animals
  
  Examples of pseudo zoonotic disease:
  - Feline Leukemia
  - Feline Immunodeficiency Virus

Most susceptible population:

- the very young
- the elderly
- the immunocompromised
- pregnant women

Transmission of zoonotic diseases can occur by:

- Direct contact
- Fomites
  - inanimate objects that become contaminated with a disease
  - once a human comes into contact with fomite, they can then contract the disease
- Through vectors
  - vectors are animals that host a pathogen
  - pathogen may go through part of its life cycle while with a vector
  - the vector then transmits the disease to a person via contact or bite wounds
- Vehicles of transmission - they may carry the pathogen into a human’s body during naturally occurring activities such as eating, drinking, and breathing.

Examples of vehicles of transmission:

- food
- water
- air
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Part 4

Oral Care

**Objective:** Have the ability to talk knowledgeably with the clients about the importance of dental care for their pets, and be able to discuss what is involved in an O.A.T. (Oral Assessment and Treatment)
Oral Care

With appropriate care, oral and dental disease and the associated pain may be either prevented or minimized. With so many pets affected, dental care must be incorporated into each pet’s wellness plan and discussed at every visit. The oral examination performed on an awake patient allows the practitioner to design a preliminary treatment plan. Only when the patient has been anesthetized can a complete and thorough oral examination be performed, and an accurate dental score assigned.

The incorporation of “before and after” dental cleaning photographs (using intraoral cameras, if available) and dental scoring may help motivate clients to take action either before irreversible damage is done to periodontal tissues or repair becomes extensive.

Each breed and life stage present new dental needs and concerns. Certain breeds and sizes of dogs have a higher incidence of dental conditions than others. For breeds predisposed to certain oral conditions (e.g., small breeds, brachycephalics, and dogs with malocclusions), evaluate the need for early intervention with either increased frequency of recommended dental procedures or with interceptive orthodontics (e.g., orthodontic management of deciduous malocclusion with select and careful extractions).

Client education is paramount to ensure proper dental care throughout the pet’s life. Discuss and demonstrate dental home care options at routine wellness visits, providing visual, verbal, and written information of the benefits and simplicity of effective home care. Discuss avoidance of hard toys that could damage teeth and provide recommendations for safe products. Comprehensive dental care is described in the AAHA Dental Care Guidelines.

Dental health is a very important part of a pet’s overall health, and dental problems can cause, or be caused by, other health problems. A pet’s teeth and gums should be checked at least once a year by a veterinarian to check for early signs of a problem and to keep the pet’s mouth healthy.

What is veterinary dentistry, and who should perform it?

Veterinary dentistry includes the cleaning, adjustment, filing, extraction, or repair of pets’ teeth and all other aspects of oral health care. These procedures should be performed by a veterinarian or a board-certified veterinary dentist. Subject to state or provincial regulation, veterinary technicians are allowed to perform certain dental procedures under the supervision of a veterinarian.

The process begins with an oral exam of the pet’s mouth by a veterinarian. Radiographs (x-rays) are completed to evaluate the health of the jaw and the tooth roots below the gumline. Because most dental disease occurs below the gumline, where you can’t see it, a thorough dental cleaning and evaluation are performed under anesthesia. Dental cleaning includes scaling (to remove dental plaque and tartar) and polishing, similar to the process used on your own teeth during your regular dental cleanings.
Oral health in dogs and cats

Pets’ teeth should be checked at least once a year by a veterinarian for early signs of a problem and to keep the pet's mouth healthy.

Pet’s teeth should be checked sooner if any of the following problems are observed:

- bad breath
- broken or loose teeth
- extra teeth or retained baby teeth
- teeth that are discolored or covered in tartar
- abnormal chewing, drooling, or dropping food from the mouth
- reduced appetite or refusal to eat
- pain in or around the mouth
- bleeding from the mouth
- swelling in the areas surrounding the mouth

Some pets become irritable when they have dental problems, and any changes in a pet’s behavior should prompt a visit to their veterinarian.

Causes of pet dental problems

Although cavities are less common in pets than in people, they can have many of the same dental problems that people can develop:

- broken teeth and roots
- periodontal disease
- abscesses or infected teeth
- cysts or tumors in the mouth
- malocclusion, or misalignment of the teeth and bite
- broken (fractured) jaw
- palate defects (such as cleft palate)

Periodontal disease is the most common dental condition in dogs and cats – by the time a pet is 3 years old he or she will very likely have some early evidence of periodontal disease, which will worsen as the pet grows older if effective preventive measures aren’t taken. Early detection and treatment are critical, because advanced periodontal disease can cause severe problems and pain for your pet. Periodontal disease doesn’t just affect a pet’s mouth. Other health problems found in association with periodontal disease include kidney, liver, and heart muscle changes.

It starts with plaque that hardens into tartar. Tartar above the gumline can often easily be seen and removed, but plaque and tartar below the gumline is damaging and sets the stage for infection and damage to the jawbone and the tissues that connect the tooth to the jawbone. Periodontal disease is graded on a scale of 0 (normal) to 4 (severe).
The treatment of periodontal disease involves a thorough dental cleaning and x-rays are needed to determine the severity of the disease. A veterinarian or a board-certified veterinary dentist will make recommendations based on the pet’s overall health and the health of the pet’s teeth and provide the client with options to consider.

Why does dentistry require anesthesia?

When you go to the dentist, you know that what’s being done is meant to help you and keep your mouth healthy. Your dentist uses techniques to minimize pain and discomfort and can ask you how you are feeling, so you accept the procedures and do your best to keep still. Your pet does not understand the benefit of dental procedures, and he or she reacts by moving, trying to escape, or even biting.

Anesthesia makes it possible to perform the dental procedures with less stress and pain for the pet. In addition, anesthesia allows for a better cleaning because the pet is not moving around and risking injury from the dental equipment. When radiographs (x-rays) are taken, the pet needs to be very still in order to get good images, and this not possible unlikely without heavy sedation or anesthesia.

Although anesthesia will always have risks, it’s safer now than ever and continues to improve so that the risks are very low and are far outweighed by the benefits. Most pets can go home the same day of the procedure, although they might seem a little groggy for the rest of the day.

What can be done at home for pet’s oral health?

Prevention of the most common oral disease in pets consists of frequent removal of the dental plaque and tartar that forms on teeth that are not kept clean. Regularly brushing pet's teeth is the single most effective thing people can do to keep their teeth healthy between dental cleanings and may reduce the frequency or even eliminate the need for periodic dental cleaning by a veterinarian. Daily brushing is best, but it’s not always possible and brushing several times a week can be effective. Most dogs accept brushing, but cats can be a bit more resistant – patience and training are important.

There are many pet products marketed with claims that they improve dental health, but not all of them are effective. We recommend that clients talk to their veterinarian about any dental products, treats, or dental-specific diets they’re considering for their pet, or ask their veterinarian for their recommendation.

*Please see the attached AAHA Dental Care Guidelines for Dogs and Cats as well as refer to additional educational materials provided by your specific hospital.
Dental Hygiene for Your Pet

How to introduce brushing your pet’s teeth at home

Brushing your pet’s teeth daily is the most effective way to decrease plaque and tartar accumulation. Continual build-up of tartar can cause inflammation of the gums, or worse, recession of the gums, loose teeth, and the mouth becomes a dangerous source of infection.

Get the whole family involved to show that dental hygiene is important for all family members!

Give rewards! Make brushing your pet’s teeth a positive experience. Treats may be the answer to a quick and easy teeth brushing. Start by rubbing around the head and facial area, then give a treat. Do this every day around the same time for a week. Your pet will associate their head and face being rubbed with a treat. Also start to introduce the poultry flavored pet-specific toothpaste; allowing your pet to lick the toothpaste off of your hand is the best way to introduce the taste.

Eventually try putting the toothpaste on your finger and touching your pet’s mouth by rubbing your finger along their teeth. As you gain your pet’s confidence you can start introducing the toothpaste on a finger brush or a soft-bristled toothbrush. It may take one month or longer to reach this stage, but don’t be discouraged! Just remember to be gentle yet quick, and continue to give rewards to make it a positive experience.

Wash your hands and toothbrush after every use. Be sure to use a different toothbrush for each pet in your house.

Aim to brush for 30 seconds on each side of your pet’s mouth.

Once your pet becomes comfortable with the toothbrush and toothpaste, you can focus on perfecting the technique. Place the toothbrush along the gum line and rub the teeth in a circular or back-and-forth motion. Start from the upper-back of the mouth and work your way toward the front. To brush your pet’s lower teeth, gently tilt his or her head back while holding onto their upper jaw.

It may take some time for your pet to let you brush all of his or her teeth. We recommend that you focus on the bigger teeth until your pet feels more comfortable with the entire mouth being brushed. Don’t worry about brushing the tips or the inside of the teeth because the tongue removes most of the plaque inside the mouth. Above all else remember patience, praising and practice when it comes to oral health for your pet!
Canine Oral Assessment and Treatment (OAT) Report Card

Keeping your pet's mouth healthy means keeping their whole body healthy. Poor oral health can lead to serious, even life threatening kidney, liver and heart problems. Preventative measures such as brushing the teeth, using an oral rinse or offering tartar-prevention treats should be started at an early age. These preventative cannot replace the need for a professional cleaning, but will help to keep your pet's oral health in check. Today, an oral exam was done in conjunction with your pet's full physical exam. Below you will find the results of that exam and our recommendations. Please feel free to ask any questions you may have.

Your pet's oral health score is: 

☐ Normal Healthy Mouth:
   - Brush daily to maintain
   - If unable to brush daily, schedule an oral assessment and treatment yearly to keep mouth healthy

☐ Stage 1: Gingivitis
   - red, swollen, inflamed gum tissue
   - no loss of the structures that support teeth

☐ Stage 2: Early Periodontitis
   - <25% attachment loss (periodontal pocket, gingival recession and bone loss)
   - gum tissue is inflamed and swollen
   - mild bone loss visible on dental x-rays
   - bad breath

☐ Stage 3: Moderate Periodontitis
   - 25-50% attachment loss (periodontal pocket, gingival recession and bone loss)
   - bleeding gums
   - bad breath
   - moderate bone loss visible on dental x-rays

☐ Stage 4: Advanced Periodontitis
   - >50% attachment loss (periodontal pocket, gingival recession and bone loss)
   - bleeding gums
   - very bad breath
   - severe bone loss visible on dental x-rays

Remember, preventative care is less expensive than corrective care and it keeps your pet healthy and pain free. We recommend that you schedule an Oral Assessment and Treatment for your pet.

Ref: OATZ
Feline Oral Assessment and Treatment (OAT) Report Card

Date: __________ Name: __________________

Keeping your pet’s mouth healthy means keeping their whole body healthy. Poor oral health can lead to serious, even life threatening kidney, liver and heart problems. Preventative measures such as brushing the teeth, using an oral rinse or offering tartar-prevention treats should be started at an early age. These preventatives cannot replace the need for a professional cleaning, but will help to keep your pet’s oral health in check. Today, an oral exam was done in conjunction with your pet’s full physical exam. Below you will find the results of that exam and our recommendations. Please feel free to ask any questions you may have.

Your pet’s oral health score is: ________

- **Normal Healthy Mouth:**
  - brush daily to maintain
  - if unable to brush daily, schedule an oral assessment and treatment yearly to keep mouth healthy

- **Stage 1: Gingivitis**
  - mild plaque/tartar build up
  - early gingivitis

- **Stage 2: Early Periodontitis**
  - mild-moderate plaque/tartar build up
  - gingivitis

- **Stage 3: Moderate Periodontitis**
  - moderate-severe tartar buildup
  - bleeding gums and/or pus

- **Stage 4: Advanced Periodontitis**
  - advanced periodontal disease

Remember, **preventative care is less expensive than corrective care** and it keeps your pet healthy and pain free. We recommend that you schedule an Oral Assessment and Treatment for your pet.

Ref: OAT1
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Part 5

Nutrition

**Objective:** Understand the different diet plans MVA offers and their benefits. Be able to educate the client on those plans.
The Basics

Pet owners should:

- read a label correctly
- select a food labeled for the pet’s species, life stage and condition
- follow feeding directions on the label

The nutritional adequacy statement—usually found in small print on the back or side of pet food packaging—is the key to meeting a pet’s nutritional needs.

A variety of retailers—from grocery stores to specialty shops to websites—sell an abundance of pet food products. All options that are compliant with the regulatory requirements should be safe and nutritious.

Species

Pet food should provide a dog or cat proper nutrition. Because dogs and cats have different nutrient requirements, pet food must be formulated for the intended species. For example, cats require nutrients, such as taurine and ‘pre-formed’ Vitamin A, that dogs do not.

Life Stage and Condition

Pet food should also supply a pet with a complete and balanced diet for its life stage and condition. “Complete” means the product contains all the nutrients required. “Balanced” means the nutrients are present in the correct ratios.

The recognized life stages for both dogs and cats are:

- gestation/lactation (pregnancy and nursing)
- growth (includes kittens and puppies)
- maintenance
- all life stages

Different quantities and ratios of nutrients as well as different feeding rates are ideal for different life stages.

An active, growing puppy or kitten needs nutrients in different quantities and ratios than a mature pet. Calorie-rich foods designed for young animals may make a less active adult animal obese.

On the other hand, a service, hunting or working dog or a pregnant or nursing pet may not receive enough nutrition from a food designed for a sedentary adult house pet.

Feeding Directions

Even once a pet owner has selected the right pet food, if the pet eats too much or too little it isn’t receiving a complete and balanced diet.

Some products provide feeding tables; others provide basic text instructions. Products labeled for ‘all life stages’ should have different feeding directions for gestation/lactation, growth and maintenance.
Feeding directions for a complete and balanced food must specify, for the animal’s life stage, at least the amount of the food (usually in cups or cans) to give per weight of the animal per unit of time. For example, a product’s label may suggest that a 10- to 15-pound adult dog eat ½ cup twice a day to maintain its condition or body weight. Pet owners should remember that feeding directions are guidelines that may need revising based on an animal’s activities and condition. If an animal is gaining or losing weight, it is either getting too much or too little food and its intake should be adjusted accordingly.

Treats and Supplements: Not Complete Foods
Products not intended to be complete feeds are considered treats or supplements. These products are generally intended to be fed in addition to a complete diet (though exceptions exist).

These products may be labeled as treats, supplements, with words of similar designation, or with the direction “for intermittent or supplemental feeding only.”

In general, treats and supplements will be labeled with some basic nutritional information, but won’t contain a nutritional adequacy statement.

There are many diets to choose from and advertising plays a large role in the marketing of these products. In general, raw diets, grain free and other fad type diets are not recommended. The veterinarian will discuss other options that may be medically necessary for a pet.

AAFCO is a reputable resource for pet food manufacturing and quality. (Association of American Feed Control Officials)

Purpose and Function of AAFCO
Although AAFCO has no regulatory authority, the Association provides a forum for the membership and industry representation to achieve three main goals:

- Safeguarding the health of animals and humans
- Ensure consumer protection
- Providing a level playing field of orderly commerce for the animal feed industry.

These goals are achieved by developing and implementing uniform and equitable laws, regulations, standards, definitions and enforcement policies for regulating the manufacture, labeling, distribution and sale of animal feeds - resulting in safe, effective and useful feeds by promoting uniformity amongst member agencies.

Prescription Diets
A prescription diet is specifically formulated for a specific ailment. It needs to be prescribed by a veterinarian just like any other prescription medication.
<table>
<thead>
<tr>
<th>Purina</th>
<th>Species</th>
<th>Form</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>CN</td>
<td>Both</td>
<td>Can</td>
<td>Critical nutrition Malnutrition/Anorexia</td>
</tr>
<tr>
<td>EN Fiber Balance (DCO)</td>
<td>K9</td>
<td>Dry</td>
<td>Diabetes Colitis</td>
</tr>
<tr>
<td>DH</td>
<td>Both</td>
<td>Dry</td>
<td>Dental</td>
</tr>
<tr>
<td>DRM Naturals</td>
<td>K9</td>
<td>Dry</td>
<td>Atopy</td>
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<tr>
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<td>Food Allergy Dermatitis</td>
</tr>
<tr>
<td>EN</td>
<td>Both</td>
<td>Dry/Can</td>
<td>Gastroenteric</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Vomiting/Diarrhea</td>
</tr>
<tr>
<td>EN Low Fat</td>
<td>K9</td>
<td>Dry/Can</td>
<td>GI upset</td>
</tr>
<tr>
<td>EN Naturals</td>
<td>Both</td>
<td>Dry/Can</td>
<td>GI with natural ingredients</td>
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<tr>
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<td>Formulated w/o corn or wheat</td>
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<td>HA Vegetarian</td>
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<td>K9</td>
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<td>K9</td>
<td>Dry/Can</td>
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<td>Both</td>
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<td>Weight Management</td>
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<tr>
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<td>Urinary Ox/St</td>
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<td>Dry/Can</td>
<td>Diabetic Management</td>
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<td>Powder Packet</td>
<td>Probiotic</td>
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<tr>
<td>Gentle Snackers</td>
<td>K9</td>
<td>Treat</td>
<td>Food sensitivity/GI</td>
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### Prescription Diets Chart…Continued

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</tr>
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<td>Both</td>
<td>Dry/Can</td>
<td>Urinary Crystals</td>
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<tr>
<td>d/d</td>
<td>Both</td>
<td>Dry/Can</td>
<td>Hypoallergenic</td>
</tr>
<tr>
<td>i/d</td>
<td>Both</td>
<td>Dry/Can</td>
<td>Intestinal (GI)</td>
</tr>
<tr>
<td>k/d</td>
<td>Both</td>
<td>Dry/Can</td>
<td>Kidney</td>
</tr>
<tr>
<td>s/d</td>
<td>Both</td>
<td>K9-can only</td>
<td>Urinary (struvite crystals)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fel-dry &amp; can</td>
<td></td>
</tr>
<tr>
<td>w/d</td>
<td>Both</td>
<td>Dry/can</td>
<td>Weight Management</td>
</tr>
<tr>
<td>z/d</td>
<td>Both</td>
<td>Dry/Can</td>
<td>Hypoallergenic</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Royal Canin</th>
<th>Species</th>
<th>Form</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urinary SO</td>
<td>Both</td>
<td>Dry/Can</td>
<td>Urinary Crystals</td>
</tr>
<tr>
<td>Gastro Intestinal</td>
<td>Both</td>
<td>Dry/Can</td>
<td>GI upset</td>
</tr>
<tr>
<td>Select Protein</td>
<td>Both</td>
<td>Dry/Can</td>
<td>Allergies</td>
</tr>
</tbody>
</table>
## Nutrition Talking Tracks & FAQ

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Response Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Am I feeding my pet enough?</td>
<td>We suggest looking at the feeding guide on the bag of food. You want to be sure to look at the amount for a healthy weight for the pet. Example if the pet is 55lbs but should weigh 30lb dog, you look at the recommended amount for the 30lb and feed that. I recommend talking with your doctor for the determination.</td>
</tr>
<tr>
<td>When should I switch to adult food?</td>
<td>General rule of thumb is: Large breeds 6 months and small breeds 1 year. Always state: &quot;I recommend discussing this with the doctor.&quot;</td>
</tr>
<tr>
<td>Client has an overweight dog and they feed it a lot of treats.</td>
<td>Healthy, low calorie treats: carrots, green beans, broccoli</td>
</tr>
<tr>
<td>Owner uses a Kong filled with peanut butter.</td>
<td>Peanut butter has a lot of calories. Use wet dog food instead. Freezing it makes it last longer.</td>
</tr>
<tr>
<td>Owner feeding grain free and raw diets.</td>
<td>Be sure to note in the SOAP for the doctor to address this. These are not recommended diets.</td>
</tr>
<tr>
<td><strong>Food Codes:</strong> Tip: If client has purchased food before, then look in the medical records and get the code from there.</td>
<td>Purina Diets - All codes start with PVD</td>
</tr>
<tr>
<td></td>
<td>Hill diets - start with the initials of the food (Ex: c/d, z/d)</td>
</tr>
<tr>
<td></td>
<td>Royal Canin - All codes start with RC</td>
</tr>
<tr>
<td><strong>Bland Diet:</strong></td>
<td><strong>When can I recommend this to a client?</strong> Confirm your hospital protocol with your Supervisor.</td>
</tr>
<tr>
<td><strong>What is the purpose of a bland diet? It allows for easy digestion so the digestive track can settle down.</strong></td>
<td><strong>What does a bland diet consist of?</strong> Boiled chicken breast or ground beef, white rice, optional: cottage cheese. This is fed more frequently in smaller meals throughout a day. Purina EN is a nutritional bland diet that can be used long term.</td>
</tr>
</tbody>
</table>
Objective: To know the names of medication, their forms and the purpose of prescribing them.
**Prescription Medications Chart (page 1 of 3)**

<table>
<thead>
<tr>
<th>Medication Name</th>
<th>Form</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acepromazine</td>
<td>Tablet &amp; injectable</td>
<td>Sedative</td>
</tr>
<tr>
<td>Adequan</td>
<td>Injectable</td>
<td>Polysulfated glycosaminoglycan (joint relief)</td>
</tr>
<tr>
<td>Amlodipine Besylate</td>
<td>Tablet</td>
<td>Heart / blood pressure</td>
</tr>
<tr>
<td>Amoxicillan (Amoxitabs)</td>
<td>Drops/Tabs</td>
<td>Antibiotic</td>
</tr>
<tr>
<td>Animax/Quadritop</td>
<td>Ointment</td>
<td>Anti-inflammatory, Antipruritic, Antifungal and Antibacterial</td>
</tr>
<tr>
<td>Apoquel</td>
<td>Tablet</td>
<td>Allergy</td>
</tr>
<tr>
<td>Artificial Tears</td>
<td>Ointment &amp; Drops</td>
<td>Eye</td>
</tr>
<tr>
<td>Atopica</td>
<td>Capsule &amp; liquid</td>
<td>Allergy</td>
</tr>
<tr>
<td>Atropine Ophthalmic</td>
<td>Ointment</td>
<td>Eye</td>
</tr>
<tr>
<td>Baytril (Enrofloxacin)</td>
<td>chewable tablet, injection, otic solution</td>
<td>Antibiotic</td>
</tr>
<tr>
<td>Benazepril</td>
<td>Tablet</td>
<td>Heart/kidney</td>
</tr>
<tr>
<td>Buprenorphine (buprenex)</td>
<td>Injectable/Oral</td>
<td>Pain, Controlled Drug</td>
</tr>
<tr>
<td>Cefpodoxime Prox (Simplicef)</td>
<td>Tablet</td>
<td>Antibiotic</td>
</tr>
<tr>
<td>Cephalexin</td>
<td>Tablet &amp; liquid</td>
<td>Antibiotic</td>
</tr>
<tr>
<td>Cerenia (Maropitant Citrate)</td>
<td>Tablet &amp; injection</td>
<td>Motion sickness, vomiting</td>
</tr>
<tr>
<td>Cisapride</td>
<td>Capsule</td>
<td>Gastroprokinetic agent (Upper GI)</td>
</tr>
<tr>
<td>Clavamox</td>
<td>Tablet &amp; liquid/Chew</td>
<td>Antibiotic</td>
</tr>
<tr>
<td>Clindamycin</td>
<td>Liquid, Capsules &amp; Injection</td>
<td>Antibiotic</td>
</tr>
<tr>
<td>Cort Astrin (Hydro B)</td>
<td>Liquid</td>
<td>Ears</td>
</tr>
<tr>
<td>Cytopoint</td>
<td>Injectable</td>
<td>Allergy</td>
</tr>
<tr>
<td>Dasuquin</td>
<td>Tablet</td>
<td>Joint supplement</td>
</tr>
<tr>
<td>Denamarin</td>
<td>Tablet</td>
<td>Liver supplement</td>
</tr>
<tr>
<td>DermCaps Derma 3</td>
<td>Capsule (Soft Gel)</td>
<td>Skin</td>
</tr>
<tr>
<td>Dexamethasone</td>
<td>Tablet &amp; Injectable</td>
<td>Steroid</td>
</tr>
<tr>
<td>Doxycycline</td>
<td>Tablets / capsule / liquid</td>
<td>Antibiotic</td>
</tr>
<tr>
<td>Drontal</td>
<td>Tablet</td>
<td>Dewormer</td>
</tr>
<tr>
<td>Enalapril</td>
<td>Tablet</td>
<td>Heart/kidney</td>
</tr>
<tr>
<td>Epi-Otic</td>
<td>Liquid</td>
<td>Ear cleaner</td>
</tr>
<tr>
<td>Erythromycin</td>
<td>Tablet</td>
<td>Antibiotic</td>
</tr>
</tbody>
</table>
### Prescription Medications Chart (page 2 of 3)

<table>
<thead>
<tr>
<th>Medication Name</th>
<th>Form</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Furosemide (Lasix)</td>
<td>Tablet &amp; Injectable</td>
<td>Heart/Diuretic</td>
</tr>
<tr>
<td>Feliway</td>
<td>Diffuser, wipes</td>
<td>Pheromone</td>
</tr>
<tr>
<td>Forti-Flora</td>
<td>Granules</td>
<td>Probiotic (GI)</td>
</tr>
<tr>
<td>Gabapentin</td>
<td>Capsule</td>
<td>Pain</td>
</tr>
<tr>
<td>Galliprant</td>
<td>Flavored tablet</td>
<td>NSAID</td>
</tr>
<tr>
<td>Gentocin Otic</td>
<td>Liquid</td>
<td>Ears (antibiotic)</td>
</tr>
<tr>
<td>Gentocin Topical Spray</td>
<td>Topical liquid</td>
<td>Skin (steroid)</td>
</tr>
<tr>
<td>GlycoFlex</td>
<td>Chewable tablets</td>
<td>Joint supplement</td>
</tr>
<tr>
<td>Hairball Prep</td>
<td>Paste</td>
<td>Hairballs</td>
</tr>
<tr>
<td>Hydroxyzine Pamoate</td>
<td>Capsule</td>
<td>Antihistamine</td>
</tr>
<tr>
<td>Ketoconazole</td>
<td>Tablet</td>
<td>Skin (anti-fungal)</td>
</tr>
<tr>
<td>Levothyroxine (Thyro tabs)</td>
<td>Chewable tablet</td>
<td>Hypothyroidism – dogs</td>
</tr>
<tr>
<td>Malaket Wipes</td>
<td>Wipes</td>
<td>Skin</td>
</tr>
<tr>
<td>Marquis Paste (Ponzuril)</td>
<td>White Paste</td>
<td>Treats Coccidia</td>
</tr>
<tr>
<td>Meloxicam (Meloxidyl)</td>
<td>Liquid/injectable</td>
<td>Non-steroidal anti-inflammatory (NSAID)</td>
</tr>
<tr>
<td>Methimazole (tapazole)</td>
<td>Tablet &amp; Chewable</td>
<td>Hyperthyroidism (cats)</td>
</tr>
<tr>
<td>Methocarbomal</td>
<td>Tablet</td>
<td>Muscle relaxant</td>
</tr>
<tr>
<td>Metronidazole (Flagyl)</td>
<td>Tablet &amp; Chewable</td>
<td>Antibiotic</td>
</tr>
<tr>
<td>Miconazole</td>
<td>Liquid</td>
<td>Skin (fungal)</td>
</tr>
<tr>
<td>Mirtazipine (Mirataz)</td>
<td>Tablets/transdermal</td>
<td>Appetite stimulant</td>
</tr>
<tr>
<td>Movoflex</td>
<td>Soft chew</td>
<td>Joint and hip supplement</td>
</tr>
<tr>
<td>Neo-Poly-Dex</td>
<td>Liquid</td>
<td>Eye (AB / steroid)</td>
</tr>
<tr>
<td>Nurturecalm Collar</td>
<td>Collar</td>
<td>Pheromone</td>
</tr>
<tr>
<td>Maxi otic</td>
<td>Liquid</td>
<td>Ear</td>
</tr>
</tbody>
</table>
### Prescription Medications Chart (page 3 of 3)

<table>
<thead>
<tr>
<th>Medication Name</th>
<th>Form</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ofloxacin</td>
<td>Liquid</td>
<td>Ear Antibiotic</td>
</tr>
<tr>
<td>Onsior (robenacoxib)</td>
<td>Tablet/injectable</td>
<td>Pain (NSAID) – cats</td>
</tr>
<tr>
<td>Panacur (Fenbendazole)</td>
<td>Powder &amp; Liquid</td>
<td>dewormer</td>
</tr>
<tr>
<td>Pimobendan (Vetmedin)</td>
<td>Chewable tablet</td>
<td>Heart</td>
</tr>
<tr>
<td>Potassium Bromide</td>
<td>Chewable tablet</td>
<td>Seizures</td>
</tr>
<tr>
<td>Prazosin</td>
<td>Capsules</td>
<td>Blocked cats (smooth muscle relaxant)</td>
</tr>
<tr>
<td>Prednisolone (cats)</td>
<td>Tablet</td>
<td>Steroid</td>
</tr>
<tr>
<td>Prednisone</td>
<td>Tablet, chewable, eye drops</td>
<td>Steroid</td>
</tr>
<tr>
<td>Previcox</td>
<td>Chewable Tablet</td>
<td>NSAID – pain</td>
</tr>
<tr>
<td>Proin</td>
<td>Chewable Tablet</td>
<td>Incontinence/Hormone</td>
</tr>
<tr>
<td>Pyrantal Pamoate (Strongid)</td>
<td>Yellow Liquid</td>
<td>Dewormer</td>
</tr>
<tr>
<td>Rimadyl (Carprofen)</td>
<td>Tablet &amp; Chewable</td>
<td>NSAID – pain</td>
</tr>
<tr>
<td>Synotic</td>
<td>Liquid</td>
<td>Skin</td>
</tr>
<tr>
<td>Theophylline</td>
<td>Tablet</td>
<td>Respiratory</td>
</tr>
<tr>
<td>Tramadol</td>
<td>Tablet</td>
<td>Pain. Controlled drug</td>
</tr>
<tr>
<td>Tobramycin</td>
<td>Liquid</td>
<td>Eye</td>
</tr>
<tr>
<td>Trazadone</td>
<td>Tablet</td>
<td>Sedative/Anti-depressant</td>
</tr>
<tr>
<td>Tresaderm</td>
<td>Liquid</td>
<td>Ears</td>
</tr>
<tr>
<td>Trilostane (Vetoryl)</td>
<td>Capsule</td>
<td>Cushing’s</td>
</tr>
<tr>
<td>Tylan</td>
<td>Powder</td>
<td>Antibiotic</td>
</tr>
<tr>
<td>Ursodiol</td>
<td>Capsule</td>
<td>Liver / gall bladder</td>
</tr>
<tr>
<td>Vetri-Lysene</td>
<td>Chews</td>
<td>Immune booster</td>
</tr>
<tr>
<td>Virbantel</td>
<td>Chewable</td>
<td>Dewormer</td>
</tr>
<tr>
<td>Vitamin K</td>
<td>Capsule, Chew &amp; Injection</td>
<td>Blood clotting / rodenticide toxicity</td>
</tr>
<tr>
<td>Zonisamide</td>
<td>Capsule</td>
<td>Seizure</td>
</tr>
<tr>
<td>Zymox Cream</td>
<td>Cream</td>
<td>Ear / skin</td>
</tr>
<tr>
<td>Dispensing protocol:</td>
<td>Follow MVA medication filling process</td>
<td></td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>--------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Filling medications requires a “two person” check and initial</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Be sure to check; name of the medication, milligram/strength, weight, canine or feline</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Basic medication knowledge</td>
<td>To ensure full effectiveness, antibiotics should be finished unless instructed by a doctor.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Antibiotics and NSAID should be given with food. They can make for an upset belly.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Gloves should be worn for any transdermal (absorbed through skin) medication</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Gloves should be worn when dispensing and/or administrating Methimazole and L-Thyroxine, Apoquel, and hormone drugs DES.</td>
<td></td>
</tr>
<tr>
<td>Basic medication administration tips:</td>
<td>When using an oral syringe instruct owner to measure with the top of the black stopper.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hiding pills, capsules or tablets - Cream cheese. Pill pockets. Liverwurst w/no onion or onion powder.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>When giving suspension - hold head up after giving medication to the pet so the pet doesn’t spit it out</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Feline medication administration - A towel wrap works well for those kitties that don’t like to take their meds. Wrap towel around cat with head sticking out. Sit on the floor with your legs in a V shape, put cat in between your legs facing out, hold head and pill.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Pet Piller- When using a piller you can put some baby food or wet food on the end to mask odor. Put hand on top of head and grasp jawbone to open mouth, insert piller wand as far back into mouth without going down the throat, shut the pet’s mouth, hold head up and gently rub throat until pet swallows.</td>
<td></td>
</tr>
</tbody>
</table>
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Objective: To have a base line knowledge of care for exotic animals and what hospitals within MVA see these pets. *(Usage of this section is based upon the client makeup of the hospital.)*
 NOTE: MVA hospitals that treat exotics include:
   Cats & Critters (small mammals only) Pittsford (all types) Suburban (all type)

Avian:

Activity
Most pet birds are intelligent, active animals. Try locating their cages cage near family activity. If they are allowed fly time in the home, be aware of ceiling fans, etc. Room temperature is adequate, be careful of drafts or sudden temperature drops as birds are sensitive to these. Toys that are “chewable” items such as branches, pinecones, rawhide chews, natural fiber rope, and soft white pine are best. Cardboard toilet paper rolls or paper to shred, corn on the cob can also be used.

Housing
The largest cage that can be accommodated in the home is recommended for birds that are expected to be confined most of the time. The cage should be sturdy and made of non-toxic material. Perches should be in the cage to provide places to stand. Food and water dishes should be provided as well. Birds must have access to water at all times. Newspaper for droppings should be used and changed daily, while cages can be cleaned once a week.

Nutrition
Birds should be fed a diet specifically formulated for their breed. Seeds and nuts can be given as treats.

Care
For healthy birds, nails are trimmed as needed, when they become sharp and uncomfortable for the owners. Wings are generally clipped to prevent escape or injury in the home. Beaks can be trimmed as needed. New birds should visit a veterinarian as soon as possible. Afterwards, routine visits help detect signs of illness early and keep birds as healthy as possible.

Small Mammals (Guinea Pigs, hamsters, rabbits, rats, chinchilla, hedgehog, ferrets, etc)

Guinea Pigs/Hamsters/Gerbils/Rabbits
Cages or hutches should be made from metal or plastic and have a solid bottom with a removable tray. There should be a wooden or plastic nest box to sleep inside. They should have an exercise pen or someplace safe to free run. Ceramic or metal bowls are ideal and a hanging water bottle as well as hay dispenser is recommended. Rabbits and Guinea pigs can be trained to use a litter pan.
Diet should consist of pellets made specifically for that species as well as timothy hay, and fresh green vegetables. Bedding should be made from recycled paper, aspen or corn cob. Wooden blocks are helpful for chewing.

Regular nail trims are recommended, guinea pigs and rabbits may need teeth trims if they are not wearing properly on their own. New pets should be examined as soon after obtaining them as possible, and then wellness exams should be performed yearly to help detect any signs of disease or illness.

**Ferrets**

Ferrets are not rodents; they actually belong to the Mustelid family (otters, mink, weasels). They are very intelligent and highly curious. They are very social and will bond easily with their owners or other ferrets.

It is very important that a ferret has a safe and secure cage made from metal or plastic. Ferrets need room to move around, so a larger cage is preferable or an additional exercise / play area. They should have a litter pan.

Ferrets need access to water at all times, you can use a water bottle or dish. Their diet should consist of meat-based products only – no fruits or vegetables.

*Ferrets require Rabies vaccinations and should be vaccinated with distemper combo vaccine as well. Annual visits to the veterinarian are recommended.*

**Chinchillas**

A large multi-tiered cage made of metal with a sturdy bottom is recommended. Bedding should consist of high-quality paper or hardwood shavings. Cedar based products are not recommended.

Diet should consist of chinchilla pellets and limited amounts of vegetables and fruits. They should have access to Timothy hay at all times. Chinchillas must have access to water at all times. They can chew on wood sticks to maintain their teeth.

Chinchilla coats require special care. Do not get them wet! Chinchillas should have a dust bath 1-2 times per week. Remove all unused dust after 15-20 minutes. Fur can be brushed with a soft brush.

Examinations by a veterinarian should be upon obtaining your chinchilla then yearly wellness exams to check for any signs of illness and check teeth length.
Snakes

Owners should be educated about the size and lifespan – some can grow 12-15 feet and live to be 20-30 years old.

**Housing:** Glass enclosures are the most popular. They should be easy to clean, well ventilated and have room for the snake to move around. Enclosures should contain some sort of hiding spot for the snake to help reduce stress. Newspaper shavings work best for a substrate. The temperature should be regulated to be between 83-87 degrees F. There should also be a sun area with a heat lamp with temp 90-97 degrees F.

**Diet and feeding:** Water should be provided at all times. Larger water bowls can help with soaking. Snakes are carnivores. Usually their diet consists of small rodent's type depending on the size of your snake. Pre-killed frozen prey is best to limit harm to your snake. Frozen prey should be warmed prior to feeding.

**Veterinary Care:** New reptiles should be quarantined from the rest of the collection for 2-3 months before introducing them to the established animals. Snakes should be examined by a veterinarian upon obtaining them and yearly thereafter to detect any changes that could lead to disease. If gloves are not being worn, always wash hands after handling.

Lizards

There are thousands of species of lizards ranging in size. They also vary in temperature range needs. A glass enclosure is most popular, but it can be sturdy plastic with proper ventilation. An owner should do research on their individual species to find out about temperature and light recommendations. Lizards should have a hiding spot and some branches or perches. Most lizards will need a UV light for heat and metabolism. Lizards should have access to water at all times. Some lizards are herbivores, but most are omnivores eating a variety of insects plus some fruits.

Lizards should be examined by a veterinarian upon obtaining them and yearly thereafter to detect any changes that could lead to disease. If gloves are not being worn, always wash hands after handling.
Part 8

Pre-loading Appointments

**Objective:** Have the ability to pre-load appointments prior to the actual appointment to increase appointment efficiency, solidify client compliance and education, and understand the benefits of doing so.
Appointments: Pre-loading appointments

Process Map – Pre-Loading Appointments:

1. Write down appointment on scrap paper – include name, file number, and what they are being seen for. Make Patient active.
   a. Access Dashboard to determine which, if any, vaccines or other services are due. This should apply to all visits including problem exams
   b. Write on scrap paper which items are due.

2. Go to patient’s Medical Records tab – select SOAP tab, then select “Add Item”
   a. Select which DVM will be seeing this patient in “Provider” box
   b. In “Title” – type a brief description of what patient is being seen for.
   c. Select “VetNotes” in far-right corner of SOAP box.
   d. In the far-left column of the VetNotes box will be what is called your “tree” – this will branch out for various items performed during the exam
      i. Click on the + box located next to “General Practice”, then select the + box next to “Exam/Office Visit”, then select the + box next to “Check-in items/vaccines”.
         1. Right Click on “Brief History” and select “Insert All Text” see Fig. 1
         2. Do all writing in the “Edit” box – under “Reason for Visit” any problems and vaccines/wellness care that the patient is due for.
            a. Copy & paste the following from a previous SOAP/Prescription module information.
               Medications, Preventatives incl. date purchased, quantity and type. Feeding information.
            b. VERY IMPORTANT! Be sure to update per client feedback prn.
   3. If patient is due for any vaccines or HWT, place cursor underneath the Brief History paragraph, then return to “tree”.
      a. Next select + box next to either “Vaccinations Feline” or “Vaccinations/HWT Canine”, select + box next to “Due”
         i. Select + box next to vaccine needed, then Right Click on appropriate length vaccine and select “Insert All Text” – see Figure 2
            1. Please Note: any additional vaccines that need to be entered should be done as follows: Right Click, then Insert Text. This avoids the insertions of “XXX is due for the following wellness care:” - see Figure 3.
      4. In the “Edit” box – Click on “(4) Plan”
         a. At the end of the description for each vaccine, insert serial number and expiration date.
            This does not apply to Rabies vaccines.

3. Once completed with VetNotes, click “Select” on far-right side of box. Once window closes, hit “Save” and “Exit”.
   a. If any vaccines were preloaded, they will pop up in the invoice window. Select “OK”, then “Exit”.
      i. If a Rabies Vaccine was preloaded – a window will open at this point asking you to enter the Rabies Tag number.
Figure 1:

Figure 2:
Figure 3 and Figure 4

Figure 3:

Figure 4:
How to Color Code Appointment when SOAP is Created for Pre-loading

Click Infinity button on top left corner of screen
-Setup
-Easy Time Appointment Scheduler

-Status Type--new box pops up, click on create and then create new one, name it SOAP Created. Choose a bright color, like turquoise, so that it stands out.

Once status type is created, you can apply to any appointment you want to mark. Simply right click on the appointment. A new box pops up, at bottom click on Appointment Status Type. Choose SOAP Created from the menu. That will change the color of the tab, letting all know that the soap was created. We mark our No Show clients pink, so we know we need to go back and delete, but this will also aid in making sure invoiced items get deleted, because it will still show turquoise if you don’t change it for no show. ACA should monitor this throughout the day.
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Part 9

SOAPs

**Objective:** To understand the components of S.O.A.P.
Appointments: S.O.A.P. Format

The four components of a SOAP note are Subjective, Objective, Assessment, and Plan.

Subjective: (what the owner tells you)
This describes the patient's current condition in narrative form. The history or state of experienced symptoms are recorded in the patient's own words. It will include all pertinent and negative symptoms under review of body systems. Pertinent medical history, along with current medications and allergies, are also recorded.

Objective: (what can be measured)
The objective component includes:
· Vital signs
· Findings from physical examinations, such as posture, bruising, and abnormalities
· Results from laboratory
· Measurements, such as age and weight of the patient.

Assessment:
Is a summary of the patient with all of the body symptoms/diagnosis including a differential diagnosis, a list of other possible diagnoses usually in order of most likely to least likely.

Plan:
This is what the health care provider will do to treat the patient's concerns. This should address each item of the differential diagnosis. A note of what was discussed or advised with the patient as well as timings for further review or follow-up may also be included.
Often the Assessment and Plan sections are grouped together.
Objective: Have a baseline knowledge of the questions to ask. Know what data to gather from the client to help them make an appointment today, next day or seek emergency treatment.
Appointments: Triage/Sick History Questions

NOTE: (non-wellness)-not in Infinity

What is important:

Signalment – obtain the following information for the client if existing client access their data from the computer

If new client, then obtain basic information

- Species
- Breed
- Gender and reproductive status
- Age: In years, months, weeks, or days depending on age of patient
- Color: In order of predominance
- Distinctive markings: Genetic and acquired (including tattoos, ear notches and cropping, scars, tail docking
Phone Triage

Objective: To advise a client when to make an appointment to ensure the health of their pet

*Very Important: Do NOT diagnose. Ask a doctor or co-worker if you are unsure.

1. Be Calm
2. Utilize Active listening
3. Conversational communication
4. Open or close ended questions

Be able to identify what constitutes an emergency at your hospital and what your hospital's protocol is. Do you bring pet directly back to treatment room?

Emergencies:
- 2 seizures in a 24-hour period
- Active Seizures
- Ingestions
- Bleeding
- Hit by car even if looks/acts well
- Breathing concerns
- Any trauma
- Reactions
- Not urinating

Same day appointment:
- Puppy with diarrhea, vomiting, lethargy
- Eye issues unless obvious eye emergency
- If client is concerned
- Not eating
- Lethargy

Same day or next day if client is unable to bring in that day:
- Ear issue
- Limping weight bearing (restrict activity)
- Skin issues (hotspots-keep pet from licking area until seen)

Infectious control symptoms:
If client calls with these symptoms ask if recently boarding, grooming or around other dogs, take precaution.
- Coughing
- Sneezing
- Discharge from eyes or nose

If a client calls to speak with a doctor ask:
- “May I ask what the call is in regard to?”
- “What specifically is going on with Fluffy?”
- “I can help you with that”
- “I will leave a note/message for the doctor”
- If doctor is not going to call owner back let the owner know
- Give a true time expectation, especially if the doctor is out of the office
Phone Triage Flow Charts (6 Charts)
Obtain the following information:
- Is pet still seizing?
- How long did seizure last?
- What did pet do while seizing?
- How long did it take for the pet to recover?
- Has pet been given any over the counter meds? (ex. Floa)

Neurological/Seizure
Dog or Cat

Seizure

Is pet still seizing?

Yes

Advise client to bring in immediately (if they can) and to protect themselves and pet from injury keep pet from falling and away from water do not place hands near pet's mouth

No

Has pet had more than one?

Yes

Make appointment for client to come in same day

No

Are they clustered together?

Yes

Advise client to come in immediately or seek emergency

No
SKELETAL

Always ask "Is the pet eating/drinking/acting normal?"

Rule of Thumb: If you are unsure, always seek advice from your DVM. If not available, always recommend pet to be seen

LIMPING

Is pet putting weight on limb?

BROKEN BONES

Is bone protruding?

Yes

Is limb dangling?

Advertise Owner to bring in immediately or seek emergency and do not give any over counter drugs

Yes

Advertise Owner to schedule an appointment that day and do not give any over counter drugs

No

No
TRAUMA

HIT BY CAR HBC

- hbc limit handling of pet

- Are there any visible wounds bleeding, bruising, limping, behavioral changes?
  - Yes
  - No

  - Bring in pet as soon as possible or seek emergency treatment

INGESTION

- Does client know what was ingested?
  - Yes
  - No

  - Is pet vomiting/dry heaving/labored breathing?
    - Yes
    - No

    - Is item hazardous?
      - Yes
      - No

      - Is item large non-degradable?
        - Yes
        - No

        - What is weight of pet?
          - Yes
          - No

          - Bring in Label or package information

          - Keep eye on pet see if item passes make appt in 2-3 days - make sure they continue to eat and drink

          - Come in asap or seek emergency treatment

          - Advise client to come in asap or seek emergency treatment. Pet may bite.

LACERATION/BITE WOUND

- Was cause of injury by another animal?
  - Yes
  - No

  - Ask: Is pet current on Vx and if bit by another pet are they current on Vx?
    - Yes
    - No

    - Pursue DVM Opinion not emergency same day appt. ok*

    - Is pet limping, excessive bleeding, visible muscle, tissue/bone?
      - Yes
      - No

      - Is pet active?
        - Yes
        - No

        - Advise client to schedule an appointment and come in same day. Pet may be bite.

        - Advise client to bring pet in to prevent abscess

BROKEN NAIL

- Dangling or bleeding advise client to bring in asap and very painful for pet to use caution when handling

EYE

- EYE problems advise client to seek treatment asap or consult with DVM

Rule of Thumb: If you are unsure, always seek advice from your DVM, if not available, always recommend pet to be seen
G.I.

- **Is pet eating?**
  - If pet won't eat or drink - come in right away. If cat ask if urinating be aware of parvo signs

- **Is pet drinking?**

- **Is pet acting lethargic?**
  - Always offer appointment ask following: age, is it chronic, length of episode, (how long has this been going on) convey information to veterinarian or supervisor

- **Is pet vomiting?**
  - Other things to consider asking the client: eat anything differently? Has this problem happened before?

- **Does pet have diarrhea?**
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Glossary for Medical Terminology
Veterinary Medical Terminology

Basic word structure: Most medical terms can be deciphered by breaking them down to their roots:

Prefix- word beginning, may completely change the meaning of the word
Combining vowel- links root words to root words or suffixes (usually “o”)
Root word- foundation of the word, may change to a combining form to link words
Suffix- word ending, refers back to the root

The most common word structures seen in veterinary practice are in the charts below:

<table>
<thead>
<tr>
<th>Prefix</th>
<th>Meaning</th>
<th>Example</th>
<th>Literal Translation</th>
<th>Actual Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brady-</td>
<td>Slow</td>
<td>Bradycardic</td>
<td>Slow heart</td>
<td>A slow heart rhythm</td>
</tr>
<tr>
<td>Cardi-, cardio-</td>
<td>Relating to the heart</td>
<td>Cardiac</td>
<td>Pertaining to the heart</td>
<td>Pertaining to the heart</td>
</tr>
<tr>
<td>Endo-</td>
<td>Within, inner</td>
<td>Endocrine</td>
<td>Secrete within</td>
<td>Pertaining to internal secretions</td>
</tr>
<tr>
<td>Exo-</td>
<td>Outside of, outward</td>
<td>Exogenous</td>
<td>Pertaining to outward production</td>
<td>Originating outside or caused by factors outside the organism</td>
</tr>
<tr>
<td>Gaster-, gastr-, gastro-</td>
<td>Pertaining to the stomach</td>
<td>Gastrotomy</td>
<td>Cut in the stomach</td>
<td>Surgical incision into the stomach</td>
</tr>
<tr>
<td>Hemo-</td>
<td>Relating to the blood</td>
<td>Hemogram</td>
<td>Blood report/graph</td>
<td>Report of the blood parameters</td>
</tr>
<tr>
<td>Hyper-</td>
<td>Excessive, above</td>
<td>Hypertrophic</td>
<td>Pertaining to excessive development</td>
<td>Increase in volume of a tissue or organ produced entirely by enlargement of existing cells (over nourishment) ex. Hyperthyroid</td>
</tr>
<tr>
<td>Hypo-</td>
<td>Below, deficient</td>
<td>Hypothyroid</td>
<td>Deficient thyroid</td>
<td>Deficient thyroid gland activity</td>
</tr>
<tr>
<td>Laryngo-</td>
<td>Pertaining to the larynx</td>
<td>Laryngospasm</td>
<td>Spasm of the larynx</td>
<td>Spasmodic closure of the larynx (seen in cats)</td>
</tr>
<tr>
<td>Ovari-, ovario-</td>
<td>Pertaining to the ovary</td>
<td>Ovariohysterectomy</td>
<td>Removal of the ovaries and uterus</td>
<td>Surgical removal of the ovaries and uterus</td>
</tr>
<tr>
<td>Peri-</td>
<td>Surrounding, around</td>
<td>Perivascular</td>
<td>Pertaining to around a vessel</td>
<td>Around a vessel</td>
</tr>
<tr>
<td>Post-</td>
<td>Behind, after</td>
<td>Postsurgical</td>
<td>After surgery</td>
<td>After surgery</td>
</tr>
<tr>
<td>Pre-, Pro-</td>
<td>Before, in front of, favoring</td>
<td>Prognathism</td>
<td>Condition before the jaw</td>
<td>Abnormal protrusion of one or both jaws, especially the lower one</td>
</tr>
<tr>
<td>Sub-</td>
<td>Under, near</td>
<td>Submandibular</td>
<td>Under the mandible</td>
<td>Under the mandible</td>
</tr>
<tr>
<td>Suffix</td>
<td>Meaning</td>
<td>Example</td>
<td>Literal Translation</td>
<td>Actual Definition</td>
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<tr>
<td>--------------</td>
<td>-----------------------</td>
<td>----------</td>
<td>---------------------</td>
<td>--------------------------------------------------------</td>
</tr>
<tr>
<td>-centesis</td>
<td>Denoting a puncture</td>
<td>Cystocentesis</td>
<td>Puncture of a cyst</td>
<td>Commonly known as a needle aspirate of bladder contents</td>
</tr>
<tr>
<td>-ectomy</td>
<td>Excision</td>
<td>Lumpectomy</td>
<td>Excision of a lump</td>
<td>Excision of a lump</td>
</tr>
<tr>
<td>-emia</td>
<td>Blood condition</td>
<td>Lipemia</td>
<td>Fat in the blood</td>
<td>An excess of lipids in the blood</td>
</tr>
<tr>
<td>-ostomosis, -ostomy</td>
<td>To furnish with an opening or mouth</td>
<td>Gastrostomy</td>
<td>Opening the stomach</td>
<td>Surgical opening of the stomach</td>
</tr>
<tr>
<td>-rhagia, -rhagic</td>
<td>Denoting discharge, usually bleeding</td>
<td>Hemorrhagic</td>
<td>Bloody discharge</td>
<td>Bloody discharge</td>
</tr>
<tr>
<td>-scopy</td>
<td>Process of visually examining</td>
<td>Gastroscopy</td>
<td>Visual examination of the gastrointestinal tract</td>
<td>Visual examination of the gastrointestinal tract</td>
</tr>
<tr>
<td>-tome, -tomy</td>
<td>Instrument to cut, process of cutting</td>
<td>Osteotome</td>
<td>Instrument that cuts bone</td>
<td>A chisel-like knife for cutting bone</td>
</tr>
</tbody>
</table>
## Combining Forms

<table>
<thead>
<tr>
<th>Root</th>
<th>Meaning</th>
<th>Example</th>
<th>Definition of Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cyano-</td>
<td>Dark blue</td>
<td>Cyanobacteria</td>
<td>Photosynthesizing bacteria esp. in water</td>
</tr>
<tr>
<td>Cysto-</td>
<td>Relating to a sac or cyst</td>
<td>Cystotomy</td>
<td>Incision into a cyst (usually denoting the urinary bladder)</td>
</tr>
<tr>
<td>Cyto-</td>
<td>Denoting a cell</td>
<td>Cytology</td>
<td>The study of cells</td>
</tr>
<tr>
<td>Derma-, dermat-</td>
<td>Relating to the skin</td>
<td>Dermatophytosis</td>
<td>Condition of skin fungus</td>
</tr>
<tr>
<td>Entero-</td>
<td>Relating to the intestines</td>
<td>Enterotomy</td>
<td>Incision into the intestines</td>
</tr>
<tr>
<td>Gingiva-</td>
<td>Relating to the gingiva or gum</td>
<td>Gingivitis</td>
<td>Inflammation of the gingival</td>
</tr>
<tr>
<td>Hist-, histio-, histo-</td>
<td>Relating to a tissue</td>
<td>Histopathology</td>
<td>Microscopic examination of tissue for disease (what you do to a biopsy)</td>
</tr>
<tr>
<td>Meg-, mega-</td>
<td>Great, large</td>
<td>Splenomegaly</td>
<td>Enlarged spleen</td>
</tr>
<tr>
<td>Micr-, micro-</td>
<td>Small in size or extent</td>
<td>Microscopic</td>
<td>Unable to be seen by the naked eye</td>
</tr>
<tr>
<td>Naso-</td>
<td>Relating to the nose</td>
<td>Nasopharyngeal</td>
<td>Pertaining to the area where the nose and pharynx meet</td>
</tr>
<tr>
<td>Necro-</td>
<td>Denoting death</td>
<td>Necrotic</td>
<td>Pertaining to dead tissue</td>
</tr>
<tr>
<td>Ophthal-, ophthalmo-</td>
<td>Pertaining to the eye</td>
<td>Ophthalmoscope</td>
<td>Instrument to examine the eye</td>
</tr>
<tr>
<td>Orchi-, orcho-</td>
<td>Relating to the testes</td>
<td>Orchiectomy</td>
<td>Removal of the testes</td>
</tr>
<tr>
<td>Oro-</td>
<td>Relating to the mouth</td>
<td>Oronasal</td>
<td>Where the mouth meets the nasal passages</td>
</tr>
<tr>
<td>Ortho-</td>
<td>Straight, right</td>
<td>Orthopedic</td>
<td>Practice of correct function of the skeletal system</td>
</tr>
<tr>
<td>Osteo-</td>
<td>Relating to the bones</td>
<td>Osteoporosis</td>
<td>Pathological loss of bone</td>
</tr>
<tr>
<td>Ot-, oto-</td>
<td>Denoting an ear</td>
<td>Otoscopy</td>
<td>Visual exam of the ear</td>
</tr>
<tr>
<td>Pneuma-, pneumono-, pneumoto-</td>
<td>Denoting air or gas</td>
<td>Pneumonitis</td>
<td>Inflammation of lung tissue = pneumonia</td>
</tr>
<tr>
<td>Py-, pyo-</td>
<td>Denoting pus</td>
<td>Pyonephritis</td>
<td>Infection in the kidneys</td>
</tr>
<tr>
<td>Recto-</td>
<td>Denoting the rectum</td>
<td>Rectocele</td>
<td>Hernial protrusion of part of the rectum and colon</td>
</tr>
<tr>
<td>Tacho-, tachy-</td>
<td>Swift</td>
<td>Tachycardic</td>
<td>Pertaining to swift/fast heartbeat</td>
</tr>
<tr>
<td>Ur-, uro-, urono-</td>
<td>Relating to urine</td>
<td>Urinalysis</td>
<td>Examination of urine</td>
</tr>
</tbody>
</table>
Terminology frequently used to designate body parts of organs

<table>
<thead>
<tr>
<th>Body part/organ</th>
<th>Medical terminology</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air</td>
<td>Pneumo</td>
</tr>
<tr>
<td>Anus</td>
<td>Anal, ano-</td>
</tr>
<tr>
<td>Arm</td>
<td>Brachial, brachio-</td>
</tr>
<tr>
<td>Blood</td>
<td>Hem-, hemo-, hemat-</td>
</tr>
<tr>
<td>Chest</td>
<td>Thoracic, thorax, thoraco</td>
</tr>
<tr>
<td>Ear</td>
<td>Auricle, oto-</td>
</tr>
<tr>
<td>Eye</td>
<td>Ocular, oculo-, ophthalmo-</td>
</tr>
<tr>
<td>Foot</td>
<td>Pedal, ped-, -pod</td>
</tr>
<tr>
<td>Gallbladder</td>
<td>Chole-, chol-</td>
</tr>
<tr>
<td>Head</td>
<td>Cephalic, cephalo-</td>
</tr>
<tr>
<td>Heart</td>
<td>Carium, cardiac, cardio-</td>
</tr>
<tr>
<td>Intestines</td>
<td>Cecum, colon, duodenum, ileum, jejenum</td>
</tr>
<tr>
<td>Kidney</td>
<td>Renal, nephric, nephro-</td>
</tr>
<tr>
<td>Lip</td>
<td>Cheil-, labi-</td>
</tr>
<tr>
<td>Liver</td>
<td>Hepatic, hepato</td>
</tr>
<tr>
<td>Lungs</td>
<td>Pulmonary, pulmonic</td>
</tr>
<tr>
<td>Mouth</td>
<td>Oral, os, stoma, stomat-</td>
</tr>
<tr>
<td>Muscle</td>
<td>Myo-</td>
</tr>
<tr>
<td>Neck</td>
<td>Cervix, cervical, cervico-</td>
</tr>
<tr>
<td>Penis</td>
<td>Penile</td>
</tr>
<tr>
<td>Rectum</td>
<td>Rectal</td>
</tr>
<tr>
<td>Skin</td>
<td>Derma, integumentum</td>
</tr>
<tr>
<td>Stomach</td>
<td>Gastric, gastro-</td>
</tr>
<tr>
<td>Testicle</td>
<td>Orchio-, orchi-, orchido-</td>
</tr>
<tr>
<td>Urinary bladder</td>
<td>Cysti-, cysto-</td>
</tr>
<tr>
<td>Uterus</td>
<td>Hystero-, metra</td>
</tr>
<tr>
<td>Vagina</td>
<td>Vulvo, vaginal</td>
</tr>
</tbody>
</table>
Planes and terms relative to the animal body

**Mesial** – in or near the middle of the dental arcade

**Axial** – pertaining to or with respect to the axial skeleton (head, vertebrae, rib cage)

**Sagittal** – a plane or section parallel to the median plane of the body, separates body into right and left

**Oblique** – slanted or inclined plane

**Transverse** – separates body into front and back

**Lateral** – pertaining to a side

**Ventral** – pertaining to the belly, abdomen, or underside of the body, opposite of dorsal

**Dorsal** – pertaining to the back or top of the body, opposite of ventral

**Cranial** – pertaining to the head or cranium

**Caudal** – pertaining to the hind end or tail

**Frontal** – plane that separates the body into top and bottom

**Rostral** – pertaining to the nose

**Palmar** – pertaining to the pads or bottom of the foot (as would be the human palm)

**Plantar** – pertaining to the sole or caudal aspect of the digit

**Proximal** – nearest to a point of reference or point of attachment

**Distal** – furthest to a point of reference or point of attachment
# Common Veterinary Abbreviations

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>a.d, AD</td>
<td>Right ear</td>
</tr>
<tr>
<td>a.s. AS</td>
<td>Left ear</td>
</tr>
<tr>
<td>a.u. AU</td>
<td>Both ears</td>
</tr>
<tr>
<td>amp.</td>
<td>Ampule</td>
</tr>
<tr>
<td>b.i.d. BID</td>
<td>Twice a day</td>
</tr>
<tr>
<td>c., w/</td>
<td>With</td>
</tr>
<tr>
<td>cap.</td>
<td>Capsule</td>
</tr>
<tr>
<td>disp.</td>
<td>Dispense</td>
</tr>
<tr>
<td>g. or gm.</td>
<td>Gram</td>
</tr>
<tr>
<td>h., hr</td>
<td>Hour</td>
</tr>
<tr>
<td>IC</td>
<td>Intracardiac</td>
</tr>
<tr>
<td>ID</td>
<td>Intradermal</td>
</tr>
<tr>
<td>IM</td>
<td>Intramuscular</td>
</tr>
<tr>
<td>IP</td>
<td>Intraperitoneal</td>
</tr>
<tr>
<td>IV</td>
<td>Intravenous</td>
</tr>
<tr>
<td>n.p.o., NPO</td>
<td>Nothing by mouth</td>
</tr>
<tr>
<td>o.d., OD</td>
<td>Right eye</td>
</tr>
<tr>
<td>o.s., OS</td>
<td>Left eye</td>
</tr>
<tr>
<td>o.u., OU</td>
<td>Both eyes</td>
</tr>
<tr>
<td>p.o., PO</td>
<td>By mouth</td>
</tr>
<tr>
<td>p.r.n., PRN</td>
<td>As needed</td>
</tr>
<tr>
<td>q</td>
<td>Every</td>
</tr>
<tr>
<td>q.4.h., q4h</td>
<td>Every 4 hours</td>
</tr>
<tr>
<td>q.i.d., QID</td>
<td>Four times a day</td>
</tr>
<tr>
<td>q.o.d., QOD</td>
<td>Every other day</td>
</tr>
<tr>
<td>s.i.d., SID</td>
<td>Once a day</td>
</tr>
<tr>
<td>Stat</td>
<td>Immediately</td>
</tr>
<tr>
<td>SubQ, SQ, SC, Subcut susp.</td>
<td>Subcutaneous Suspension</td>
</tr>
<tr>
<td>t.i.d., TID</td>
<td>Three times a day</td>
</tr>
<tr>
<td>WNL</td>
<td>Within normal limits</td>
</tr>
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</table>

END OF DOCUMENT
Rev Jan 2020
MVA Leadership Development & Training
<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location Information</td>
<td>Staff</td>
<td>Sups</td>
<td>DVM</td>
<td>Total</td>
</tr>
<tr>
<td>Veterinary Specialists &amp; Emergency Services</td>
<td>146</td>
<td>9</td>
<td>28</td>
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<td>Suburban</td>
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<td>Fisher 8-5</td>
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<td>Sifkarovski 8-7</td>
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<td>Sifkarovski @ Cats</td>
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<td>83</td>
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<td>Sifkarovski @ Cats</td>
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<td>Ferederbar</td>
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<td>92</td>
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<td>Braaten/Delahanty/</td>
<td>Boelio/Deyo/Doerr/</td>
<td>Blazi/</td>
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<td>DiCarlo Gebbie/</td>
<td>Castle/Delahanty/</td>
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<td>Gebbie/ Heslop/K.Jones/</td>
<td>Gregory/</td>
<td>Fan/Harmon/ Heslop/</td>
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<td>Quinlan/Rodriquez/</td>
<td>Kicera/Mckinney/</td>
<td>Geogory/</td>
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<td>Sifkarovski Whyle</td>
<td>Quinlan/Salama/</td>
<td>Gray/Rockcastle/</td>
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<td>Smith/Straka/</td>
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<td>Whyle/ Gregory/</td>
<td>Thorton/</td>
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<td>Hubbard, Ragone,</td>
<td>Hubbard, Ragone,</td>
<td>Hubbard, Quinan</td>
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<td>Gregory, Palmieri</td>
<td>Gregory</td>
<td>Quinan</td>
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<tr>
<td>100</td>
<td>TIME OFF</td>
<td>Hubbard, Ragone,</td>
<td>Hubbard, Ragone,</td>
<td>Hubbard, Quinan</td>
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<td>Gregory</td>
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<tr>
<td>101</td>
<td>TAHB=Time Away from Home Base</td>
<td>** =On Call Back Up</td>
<td>ED = Extra Day</td>
<td>EN = Extra Night</td>
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</table>
MONROE VETERINARY ASSOCIATES-JOB DESCRIPTION

TITLE: Animal Care Assistant Level I
HOSPITAL: 
REPORTS TO: Technical Department Supervisor
APPROVED: April 2004
DATE: 

Main Functions:

I. Provides quality, compassionate nursing care to all patients.

II. Interacts in a courteous and professional manner with all clients.

III. Assists DVMs' and LVTs' in appointments, animal restraint and husbandry, x-ray positioning and developing and maintaining accurate medical records.

IV. Promptly answer phone calls and efficiently direct inquiries to the appropriate personnel.

V. Stocks exam room and treatment room supplies and waiting room displays; and maintains proper disinfection/cleanliness of treatment, x-ray, surgery, labs, isolation wards and all client areas.

VI. Participates with the team, providing input and taking responsibility for showing the initiative to enhance hospital team function.

Education: GED or equivalent.
Experience: Prefer previous animal handling experience and/or kennel
Physical Requirements: Very strenuous, heavy lifting, (50lbs.): handling large animals; on feet throughout entire day, pushing pulling, bending and stooping.
Hazards: Animal bites and animal scratches.
Exposure to animal bodily fluids.
Exposure to sterilizing chemicals, insecticides, and pharmaceutical waste.
MONROE VETERINARY ASSOCIATES – JOB DESCRIPTION

TITLE: Animal Care Assistant – Level II
HOSPITAL: VSES
REPORTS TO: Team Leader, Supervisor, Medical Staff Manager

Main Functions:

I. To uphold the MVA values of Trust, Compassion, Quality, Education, Honesty and Teamwork.
II. To participate with the team, providing input and taking responsibility for showing the initiative to enhance hospital team function by:
   a. Providing high quality, compassionate care to all patients.
   b. Assisting under the direction of DVM or LVT with:
      i. Compassionate patient care and husbandry
         1. Including: cleaning, walking, bathing, feeding, watering, and monitoring the well being of all animals within the facility.
      ii. Patient restraint
         1. Safely and humanely restraining the animal for exams, radiographs, treatments and ultrasounds as needed.
      iii. Triage
         1. Determining the priority of a patients needs based on the severity of their injuries/condition
         2. Ability to use the triage color coding system properly
      iv. Physical Exams
      v. Client communications
         1. Providing clients with informative and knowledgeable information regarding patient care, and our standards of care while also respecting the limitations set forth by MVA regarding the release of medical information.
         2. Bringing patients to a room for a visit/or bringing patient up for discharge.
         3. Assisting CSRs with answering the phones when needed.
   vi. Patient Treatments
      1. Precisely administering and dispensing non-controlled pharmaceuticals following the completion of a pharmacology class
      2. Assisting LVT/DVM with treatments by restraining patient as directed
vii. Procedures
   1. Including: setting up for procedures as directed, and assisting with pre-anesthetic and anesthetic inductions.

viii. Radiology
   1. Including: assisting with restraint and developing radiographs as directed.

c. Hospital Maintenance/Upkeep:
   i. Stocking treatment room as needed
   ii. Cleaning/Sanitation:
      1. Assisting with the cleaning/sanitation of all runs, cages, and work surfaces which includes garbage, laundry, cleaning of any gross material and decontaminating infectious areas when necessary.
      2. Floors should be swept and mopped throughout the day to be kept free of any debris or liquids.
      3. Outside grounds should be kept up on a regular basis. Upkeep includes but is not limited to: shoveling, salting and scooping feces as needed.

d. Training
   i. Assisting with training of newly hired employees as outlined in the employee training manuals.
   ii. Assisting with holiday training of current MVA employees as outlined in the holiday training guidelines.

e. Other duties as directed

Dress Code: Scrub top and bottom and close toed shoes.

Work History: Six months experience in a customer service related field required. Animal handling experience preferred.

Education: GED or equivalent

Physical Requirements: Strenuous, heavy lifting (50+lbs), pushing, pulling, stopping, squatting, reaching, standing, and walking/on feet most of the day, limited sitting.

Hazards: Animal bites and scratches. Exposure to animal bodily fluids and zoonotic diseases as well as high levels of noise, sterilization chemicals, insecticides and pharmaceutical waste are possible.

By signing this I acknowledge my responsibilities as outlined above and understand the job requirements as well as the hazards associated with this position.

EMPLOYEE NAME:

DATE:
MONROE VETERINARY ASSOCIATES-JOB DESCRIPTION

TITLE: Animal Care Assistant (ACA) Supervisor
HOSPITAL: MVA
REPORTS TO: Hospital Director
APPROVED:
DATE: 07/16

Overall Function: Responsible for managing the ACA staff, ensuring a high quantity and quality of medical support to Veterinarians and LVTs.

ESSENTIAL FUNCTIONS:

1. Acts as a role model in demonstrating MVA values. Collaborates with hospital director, associate veterinarians, and/or other supervisors to foster teamwork and facilitate a productive, professional working environment.

2. Demonstrates leadership characteristics; displays a commitment to developing both supervisory and staff’s skills.

3. Understands and consistently applies MVA policies and practices.

4. Oversees the Animal Care Assistant staff to include:
   a. All master scheduling of ACA staff, responsible for coverage on short notice/call offs.
   b. Hiring, training, performance evaluations, and performance management for ACA staff.
   c. Has fiscal responsibility for ACA staffing.

5. Required to handle case load as needed, i.e. working supervisor.

4. Must be able to effectively:
   a. Assign work to Animal Care Assistants within the team concept.
   b. Interact with support staff, reception and kennel to ensure best possible level of care for pet.

5. Facilitates the effective handling of all staff complaints, processing and follow-up, verbal and written.


7. Performs other responsibilities as required.

Work History: 1-2 years front line supervisory/management experience
Education: High school diploma or equivalent, associates degree preferred.
Physical Requirements: Heavy Lifting 50# plus, pushing, pulling, stooping, squatting, reaching, standing and walking most of the day, limited sitting.
MONROE VETERINARY ASSOCIATES – JOB DESCRIPTION

TITLE: Animal Care Assistant – Surgery

HOSPITAL: VSES

REPORTS TO: Team Leader, Supervisor, Medical Staff Manager

DATE: April 2018

Main Functions:

I. Consistently demonstrates the MVA values of Trust, Compassion, Quality, Education, Honesty and Teamwork.

II. Through regular and reliable attendance, participates with the team, providing input and taking responsibility and initiative to enhance hospital team function by:
   a. Providing high quality, compassionate care to all patients.
   b. Assisting under the direction of DVM or LVT with:
      i. Patient restraint
         1. Safely and humanely assisting with restraint for x-ray positioning, admission and discharging; examinations and treatments.
      ii. Patient support
         Provides care to surgical patients in a variety of settings; supporting during pre-, intra- and postoperative phases of surgical procedures.
      iii. Client communications
         1. Providing clients with informative and knowledgeable information regarding patient care, and our standards of care while also respecting the limitations set forth by MVA regarding the release of medical information.
      iv. Procedures
         1. Including: setting up for procedures as directed, and assisting with pre-anesthetic and anesthetic inductions.

III. Performs other duties as directed

Dress Code: Scrub top and bottom and close toed shoes.

Experience: Animal handling experience preferred.
**Education:**  
HS diploma or equivalent

**Physical Requirements:** Strenuous, heavy lifting (50+lbs), pushing, pulling, stopping, squatting, reaching, standing, and walking/on feet most of the day, limited sitting.

**Hazards:** Animal bites and scratches. Exposure to animal bodily fluids and zoonotic diseases as well as high levels of noise, sterilization chemicals, insecticides and pharmaceutical waste are possible.

By signing this I acknowledge my responsibilities as outlined above and understand the job requirements as well as the hazards associated with this position.

EMPLOYEE NAME:  
DATE:  

SUPERVISOR NAME:  
DATE:
Veterinary Specialists and Emergency Services of Rochester-Job Description

Veterinary Specialists and Emergency Services (VSES) is a 24-hour emergency and specialty veterinary hospital located in Rochester, New York, comprised of emergency veterinarians, board-certified veterinary specialists, licensed veterinary technicians and other animal and client care support staff.

VSES is one of 14 hospitals affiliated with Monroe Veterinary Associates (MVA). The goal of VSES is to assist the referral veterinarian’s ability to deliver compassionate pet care for the entirety of the small animal companion’s life.

As locally owned veterinary practices serving the greater Rochester area for 45 years, we pride ourselves on building lasting relationships through an ingrained tradition of honest principles, high quality standards and modern methods and technologies including; general pet wellness to dental health care, diagnostics, boarding, surgery, in home care, advanced emergency and specialty services, and superior veterinary care for any circumstance at any stage of life.

Position Description:

The CC- ACA II is the level expected of all VSES ACAs to achieve within their first 90 days of employment.

The CC- ACA is responsible for assisting with the small animal patients located in the intensive care unit on the critical care service. The CC- ACA is integral in providing nursing care including animal husbandry and animal handling for procedures incl; veno-puncture, positioning for radiographs, other procedures, etc. The CC- ACA is also required to assist with patient care for all hospitalized patients including post operative surgical, critically ill or injured and those requiring therapies for chronic conditions when their duties within the ICU are complete. The CC- ACA understands the applications for monitoring equipment and knows normal parameters. The CC-ACA will be involved with assisting with client communication including updates, preparing samples for the lab and importing results. The CC- ACA also is involved with assisting with discharges and confirming patient is ready for discharge. Hospital maintenance including emptying garbage’s, cleaning/ disinfecting of exam rooms, general nursing care areas, cages, etc is every ones responsibility. Preparing bodies for cremation also included in the duties. The ability to prioritize duties is essential.

The CC- ACA position includes working within the hospital alongside of other VSES employees. The CC-ACA demonstrates job duties to team members to model excellent job performance and ensure compliance with procedures and safety regulations. Contributing to creating a positive work environment consistently through an excellent work ethic and attitude is essential.

The CC- ACA must be able to effectively interact and communicate with the medical support team, client service representatives, doctors and clients to ensure the highest quality patient care, as well as to ensure a safe, respectful, and professional work environment. The CC- ACA II understands and embodies the MVA values of Trust, Compassion, Quality, Education, Honesty and Teamwork.
<table>
<thead>
<tr>
<th>Responsibilities</th>
<th>Description</th>
<th>Estimated % of Time</th>
</tr>
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</table>
| Assist with patient care.                             | • Assist with care for all hospitalized patients within VSES including medical therapies, providing clean/comfortable housing as needed, walks (assisted or leash only), PROM, general husbandry, tube feedings, maintenance of various indwelling tubes incl trach, stomach, intravenous catheters, chest, etc., providing oxygen therapy, and all other duties associated with patient care.  
• Able to use all monitoring equipment including ECG, capnograph, blood pressure, pulse oximetry.  
• Ability to learn and navigate through electronic medical system (Instinct) where all treatments will be documented using appropriate medical terminology. | 40%                |
| Assist with procedures/ Monitoring.                   | • Identify patients in need of procedures as ordered by doctor and prioritize.  
• Proficient in handling animals for veni-puncture in order to obtain blood samples, place IV catheters or administer IV medications.  
• Able to assist monitoring critically ill patients and identify when LVT or doctor should be alerted due to deterioration of patient status. | 25%                |
| Assist with Client Communication                      | • Updates and fielding calls to determine if managed best by doctor.  
• Visits.  
• Discharges.                                                                                                                                  | 25%                |
| Training of new employees and coaching established LVT/AC employees when necessary.                   | • Ensuring respect and adherence to policies set forth by MVA.  
• Proficient in the hospital’s policies and procedures, as well as a working knowledge of the hospital’s current computer system.                                                                                                    | 10%                |
Education: High school diploma.

Required Qualifications: At least 1 year working in a veterinary hospital as an ACA.

Preferred Qualifications: 1 + years working in a veterinary specialty/ emergency hospital.

Other Requirements: Ability to lift (50+lbs), pushing, pulling, squatting, reaching, standing, and walking most of the day, limited sitting.

Working some weekend and holidays with the expectation to rotate through different shifts to accommodate 24/7 VSES operations.

Hazards: Animal bites and scratches. Exposure to animal bodily fluids and zoonotic disease, noxious odors, sterilization chemicals, environmental cleaning solutions, insecticides and pharmaceutical waste are possible.

By signing this I acknowledge my responsibilities as outlined above and understand the job requirements as well as the hazards associated with this position.

EMPLOYEE NAME:

DATE:
SUPERVISOR NAME:

DATE:

OUR VISION

To be the community’s choice for a complete array of compassionate veterinary care, services and products.
### OUR MISSION

We continually enhance and expand our compassionate care and services while building long term relationship and nurturing the human-animal bond.

### OUR VALUES

- **Compassion** - Selfless empathetic support and care towards animals, client and each other.
- **Quality** - Providing exceptional animal care and client support.
- **Education** - A passion to expand and share our knowledge.
- **Teamwork** - Collaboratively utilizing our diverse talents in pursuit of a common goal.
- **Trust** - To believe in and rely on each other.
MONROE VETERINARY ASSOCIATES-JOB DESCRIPTION

TITLE: Laboratory Assistant
HOSPITAL: Veterinary Laboratory of Rochester
REPORTS TO: Veterinary Laboratory Manager
APPROVED: 3/2016

ESSENTIAL FUNCTIONS:

1.) Assists the lab technicians in all day-to-day laboratory operations including accurately running CBCs, UA dipsticks, centrifuging samples, staining slides, and setting up cultures.

2.) Provides lab-related customer service by answering phones, retrieving/faxing lab work, and filling add-on tests and supply requests.

3.) Responsible for keeping the lab stocked and organized by unpacking shipments, filling sample cups and pipettes, and cleaning counters and cabinets.

4.) Participates with the team and supervisors to foster teamwork and facilitate a productive, professional working environment.

5.) Understands and consistently follows MVA policies and procedures. Maintains regular and reliable attendance. Ensures lab practices meet or exceed MVA policy and industry standards.

6.) Performs other duties as assigned.

EDUCATION: High school diploma or equivalent
EXPERIENCE: Entry Level Position

PHYSICAL REQUIREMENTS: Sitting and standing
                            Lifting 25 lbs
                            Ability to operate equipment
                            Ability to enter data and read computer

HAZARDS: -Exposure to animal bodily fluids
          -Exposure to hazardous chemicals and hazardous waste
Chili Animal Care

Job Description

Job Title: Licensed Veterinary Technician

Reports To: Dr. Roger Kuntz

FLSA Status: Non-Exempt

Summary: Act under veterinary supervision using their knowledge and skills to provide preventative and palliative health care for patients. Undertake and complete clinical laboratory tests, perform dental and radiographic procedures, and administer and monitor anesthesia and assist at surgery by performing the following duties.

Duties and Responsibilities include the following. Other duties may be assigned.

1. Monitor hospitalized patients.
2. Administer and monitor patient anesthesia.
3. Administer medical therapeutics.
4. Complete laboratory tests.
5. Perform dental procedures on patients.
6. See patients for approved procedures.
7. Assist with surgeries.
8. Obtain blood samples.
10. Place IV catheters.
11. Provide radiology services.
12. Restrain and lift patients.
13. Assist receptionists with patient triage.
15. Evaluate boarding animals.
17. Call clients to remind them of surgeries.
18. Call owners of surgical patients with updates.
19. Maintain and log controlled substances.
20. Walk dogs.
21. Clean treatment and surgical suites.
22. Stock treatment, lab, and surgical areas.
23. Assist with inventory.
24. Monitor job related supplies.

EDUCATION: Associates Degree in Veterinary Technology

REQUIREMENTS: New York State Veterinary Technology license

EXPERIENCE: Experience in handling animals preferred
**PHYSICAL REQUIREMENTS:** Very strenuous, heavy lifting (50lbs.); handling large animals; on feet throughout entire day; bending; squatting, reaching, pulling.

**HAZARDS:**
- Animal bites
- Exposure to animal bodily fluids
- Exposure to hazardous sterilizing chemicals, insecticides, and pharmaceutical/hazardous waste.
**MONROE VETERINARY ASSOCIATION-JOB DESCRIPTION**

**TITLE:** Client Experience Supervisor  
**HOSPITAL:**  
**REPORTS TO:** Director  
**APPROVED:**  
**DATE:** 2018

**Essential Functions:**
Through regular and reliable attendance, participates with the hospital team to:

- Act as a role model in demonstrating MVA values. Collaborates with hospital director, associate veterinarians, and/or other supervisors to foster teamwork and facilitate a productive, professional working environment.
- Demonstrates leadership characteristics; displays a commitment to developing both supervisory and CSR/ACA staff’s skills.
- Understands and consistently applies MVA policies and practices.
- Continuously looks at ways to enhance the clients’ experience through streamlining of processes, client education, staff development, etc.
- Oversees all hiring, training and evaluations of CSR and ACA team in conjunction with other supervisor(s) and director. Ensures appropriate staffing coverage. Keeps director informed of any relevant issues.
- Responsible for all upkeep on equipment of Personal Computers, ensures that all problems with Infinity are handled in a timely manner.
- Facilitates the effective handling of all general client complaints, processing and follow-up, verbal and written.
- Must be proficient in hospital procedures, fees, protocols and Computer Information System.
- Maintains communications to team regarding changes in policy and/or process.
- Attends appropriate MVA management meetings.
- Participates in ensuring the hospital is maintained in an orderly and clean manner.

**Education:** AAS or equivalent combination of education and experience  
**Experience:** 1-2 years supervisory/management experience, proven Customer Service work history with excellent Customer Service skills.

**Physical Requirements:** Standing most of the day, intermittent sitting, squatting, leaning; must be able to lift and restrain pets up to 50 lbs. Operates computer, telephone, and fax machine.

**Hazards:** Animal bites and animal scratches.  
Exposure to animal bodily fluids.  
Exposure to sterilizing chemicals, insecticides, and pharmaceutical waste.
MONROE VETERINARY ASSOCIATES – JOB DESCRIPTION

TITLE: Client Service Liaison
HOSPITAL: VSES
REPORTS TO: Managing Director

Main Functions:

I. To uphold the MVA values of Trust, Compassion, Quality, Education, Honesty and Teamwork.
II. Works with veterinarians, supervisory team and support team to define best practices to ensure exceptional client satisfaction.
III. Participates with the team, providing input and direction to enhance client experience by improving overall hospital team function.
   a. Conducts client surveys to identify areas of improvement
   b. Track and analyze trends from survey results
   c. Report trends to management and appropriate teams
   d. Make recommendations for improved overall client experience based on analysis
IV. Takes a proactive approach while working in collaboration with the front desk team to ensure client satisfaction throughout their visit. Communicates wait times to clients, facilitates visit conclusion/communication, resolves disputes, and creates a positive experience for clients.
V. Serves as liaison with clients who have questions or concerns. Works with veterinary and supervisory team to resolve client concerns/questions.
   a. Responds to and investigates client concerns
   b. Communicate identified concerns to appropriate team members
   c. Facilitates client meetings with doctors regarding medical treatment questions/concerns
VI. Looks to identify and resolve root issues creating client dissatisfaction.
   a. Track and analyze trends in client concerns
   b. Report trends to management
   c. Make recommendations for procedural changes based on analysis
VII. Documents communications and steps taken to resolve client concerns.
   a. Utilize medical record system for documentation
VIII. Provides training and feedback to the team to enhance the overall client experience.

Work History: Six months experience in a customer service related field required. Proven customer service history with demonstrated increase in level of responsibility required.

Education: HS diploma or equivalent. AAS degree is preferred

Requirements: Proficiency in Microsoft Office applications (ie. Word, Excel). Must be able to maintain composure and professionalism at all times.
   Ability to work independently.
   Must possess strong/excellent communication skills, both verbal and written.
**Physical Requirements:**
Standing for extended periods, on feet for majority of shift, constant movement. Minimal lifting. Intermittent use of PC

**HAZARDS:**
Exposure to animals.
Exposure to cleaning chemicals.
Exposure to pharmaceuticals/hazardous waste.
Exposure to animal bodily fluids.
Exposure to sudden/frequent loud noises.

By signing this I acknowledge my responsibilities as outlined above and understand the job requirements as well as the hazards associated with this position.

EMPLOYEE NAME:  
DATE:  

SUPERVISOR NAME:  
DATE:
MONROE VETERINARY ASSOCIATES-JOB DESCRIPTION

TITLE:       Client Service Representative  
HOSPITAL:   Chili Animal Care  
REPORTS TO:        
APPROVED:  
DATE:       2018

SUMMARY:  
Client Service Representatives are the customer-relations experts in a veterinary practice. They are the clients’ first impression of the practice, on the phone or in person. Client Service Represenatives (CSRs) must possess strong organizational skills, excellent telephone and in-person communication skills, and the ability to remain calm under pressure. CSRs must have compassion for owners and their animals and understand the stress that patients and clients endure.

CSRs are responsible for greeting clients; differentiating routine cases from emergency cases; scheduling appointments; entering client, patient, and financial data into the computer; generating invoices and explaining them to clients; processing payments; and managing the retrieval and storage of medical records.

CSRs should expect to spend nearly all of their workdays at the front desk. The position requires the completion of a high-school degree or further education, competence in the English language, patience, and a pleasant manner. Previous experience includes computer skills and prior cashier or related front-office work experience.

General Knowledge and Tasks

GENERAL KNOWLEDGE
--Keep a street map readily retrievable, and give directions to the practice.
--Know the range of services the practice provides and the species it treats.
--Be reasonably familiar with breeds and coat colors.
--Know standard medical and business abbreviations.
--Use proper medical terminology when speaking and writing.
--Competently speak and write the English language.
--Understand the life cycle and pathology of common parasites and know the names of most common preventatives, recommended treatments, and diagnostics.
--Communicate with clients about the various pet-identification systems available, including tags and microchips.
--Know the policies regarding provision of veterinary care, treatment of stray animals, deposits for hospitalized patients, payments, credit, pet health insurance, and finance fees.
GENERAL TASKS
--Always be in position and prepared to work by the start of each scheduled shift.
--Smile and maintain an even, friendly demeanor on the job.
--Perform job tasks efficiently without rushing.
--Handle stress and pressure with poise and tact.
--Show respect for clients, team members, and animals (alive or deceased) at all times.
--Have the physical strength and ability to stand for an entire shift when needed, and be able to lift pets and objects weighing up to 30 pounds.
--Prioritize tasks to maximize client satisfaction and patient health.
--Maintain a list of tasks and engage in productive work during slow periods.
--Assist other employees as needed. Take over for colleagues when they are called away to another priority.
--Read and refer to the personnel policy manual for answers to staff policy questions before asking owners.
--Participate in your performance appraisal, and, as requested, in those of others.
--Participate in all staff and training meetings.
--Maintain constant vigilance regarding open doorways that could allow pets to escape from the facility.
--Maintain strict confidentiality regarding clients and patients for whom the practice provides veterinary services.
--Be prepared to handle any facility emergency that may arise, including facility fire or weather-related emergencies. Follow contingency plans.
--Follow established closing procedures to ensure the security of patients, staff, data, revenue, inventory, and the facility.
--Be prepared to assist with other tasks not specified herein when the need arises.

Client-Interaction Tasks

FACE-TO-FACE CLIENT-INTERACTION TASKS
--Cordially greet arriving clients and patients, and address each by name.
--While handling phone calls, acknowledge the arrival of people in the reception area with eye contact and/or a hand wave.
--Review consent forms with clients and have clients sign the forms.
--Admit the patients to the clinic. Set them up in cages or runs with kennel staff help, if possible, and put the associated paper work in the appropriate area.
--Advise clients of special call-in times to check on patients or speak with doctors.
--Using reminder, and out-patient-visit and patient-admission protocols, advise clients of
recommended services for their pets.
--Explain any special programs offered by the practice.
--Advise clients of significant changes in policies or services since their last visit.
--Provide clients with accurate and thorough information about all over-the-counter products.

Understand and explain internal- and external-parasite products as well as diets, dental products, and behavior management tools.
--Refer product questions you are unable to fully or accurately answer to doctors or technicians.
--Give estimates for services to be performed on patients.
--Provide clients with handouts and brochures regarding relevant medical conditions, surgeries, immunizations, internal and external parasites, pet insurance, and diets.
--Explain delays to clients. Ensure the comfort of clients and patients during their waits. Reschedule appointments as needed.
--Placate clients distressed by long waits, scheduling glitches, and other problems.
--Assist clients with unruly or unrestrained pets. Ensure that all dogs are leashed and that cats are caged. Isolate aggressive pets. Request assistance when needed.
--Monitor patients’ behaviors and note potentially aggressive behaviors. Use caution when handling aggressive or potentially aggressive pets. Request assistance when needed.
--Handle angry of grieving clients in a calm, reassuring manner. If possible, escort complaining or angry clients from the reception area to a separate, closed room where their complaints may be heard privately. When necessary, enlist a doctor to resolve the complaint.
--Dispense prescribed medications and diets to clients. Discuss dosing and administration instructions to ensure that clients understand the use of prescribed products. Advise clients of common side effects of the medications as instructed by doctors or technicians.
--Discharge hospitalized patients and boarded pets. Review discharge instructions and medications with clients. Give a copy of the instructions to the client. Discuss problems noted in the record. For hospitalized patients, schedule recheck and follow-up appointments.
--Provide basic grief counseling and arrange for more in-depth counseling for clients in need.
Always be sensitive to background chatter or conversations that could exacerbate the anxieties and grief clients experience during euthanasia or deaths of their pets.
--Provide clients with information regarding options available for the remains of deceased pets.
--Assist clients to their cars if necessary.
--Do not try to provide socialization or training services to clients and pets in the waiting room.
CLIENT-INTERACTION TELEPHONE TASKS
--Use clients’ and patients’ names during conversations.
--Schedule appointments for exams, rechecks, surgeries, medical procedures, and boarding.
--Provide basic pricing information to callers. Respond in a manner that encourages potential clients to visit the practice.
--Answer routine questions or refer callers to the appropriate colleagues.
--Receive and record prescription-refill requests.
--Schedule euthanasia appointments to maximize the comfort of clients and patients while allowing the practice to run efficiently.
--Call clients who missed appointments and reschedule their appointments.

DOCTOR/TECHNICIAN-SUPPORT TASKS
--Seek the assistance of doctors or technicians immediately when assessing potentially critical patients.
--Verify and obtain approval from a veterinarian prior to dispensing or delivering medications to a client.
--Ensure that doctors, technicians and assistants start exams within a reasonable time.
--Obtain current patient-status reports or updates from doctors, technicians, or assistants.
--Prepare medications and prescriptions for dispensing as directed by the doctor. Ensure that each prescription label contains the following information: practice’s name, address and telephone number; date; patient’s and client’s name; strength and volume (or number); administration instructions.

General Telephone Tasks
--Know phone functions.
--Answer the phone by the third ring and use the recommended greeting.
--Smile while answering and talking on the phone to enhance the friendly quality of your voice.
--Manage multiple phone lines effectively; prioritize phone calls.
--Transfer calls to the answering service during staff meetings and hours during which the practice is closed. Stop transfer of calls when staff members are available to receive calls.
--Call in prescriptions to outside pharmacies.
--Accurately record messages for doctors and staff. Note the caller’s name, date time of call, return phone number, and message. Notify recipients of urgent messages immediately. Place routine messages in the appropriate locations.
**Medical-Record Management Tasks**

**DAILY MEDICAL-RECORD PREPARATION TASKS**
--Pull charts for incoming clients.
--Upon the client’s arrival, mark the patient’s medical record with the date and a brief synopsis of the reasons for the visit.
--Check for and enter phone and address updates in clients’ records.
--Check for and enter medical updates (spay/neuter status, immunization status, microchip number) in patients’ medical records.
--For patients that are being admitted, attach cage cards and completed client-consent or other forms to the medical record.

**MEDICAL-RECORD FILING TASKS**
--Understand the medical-record filing system.
--Know all possible locations for storage of records of hospitalized patients.
--Properly use slots or bins assigned to doctors, staff, lab, and callbacks.
--Accurately file all paper medical records.
--Check for misfiled records and file them properly.
--Understand the definition of an “inactive” client or patient record.
--Know where the inactive files are stored.

**GENERAL MEDICAL-RECORD TASKS**
--Ensure that medical charts or records to be filed are complete and that they include current laboratory test results, doctor’s notes, and forms. Ensure that records have been updated to reflect financial transactions, medications and products dispensed, weights, immunizations, and diagnoses.
--Understand and properly use special record notations, including male, female, aggressive, caution, no credit/charging, and inactive.
--Transfer patient records upon written request of clients and approval of attending doctors or the practice owner.

**Reception-Area and Front-Office Tasks**

**RECEPTION-AREA HOUSEKEEPING TASKS**
--Keep the reception area clean and organized by dusting, picking up trash, and organizing the work area.
--Vacuum or sweep the reception area and waiting room as needed to keep these areas clean and free of hair.
--Place mats on the floor and towels by the door on rainy or snowy days to prevent clients and patients form slipping and to minimize the tracking in of water and mud.
--Clean urinary and fecal accidents in the waiting room immediately; check with doctors or technicians to see if they need samples for diagnostics before discarding them.
--Maintain a current and attractive selection of reading material in the reception area.
--Check public restroom and clean as needed. Restock toilet paper, paper towels, and hand soap as needed.
--Keep the entrance, stairs, and sidewalks clean, safe, and presentable.
--Keep the temperature at a comfortable level. As established by the practice manager, adjust the heat or air-conditioning as needed. Ensure that windows are closed when the air-conditioning is on.
--Water, feed, and maintain plants so that they are vibrant and add to the professional appearance of the practice.

SUPPLIES-MANAGEMENT TASKS
--Keep forms, brochures, and handouts neatly stocked and readily available to share with clients.
--Assist with drug, food and supply inventory management by following inventory-management protocols and notifying managers of low stock.

OTHER RECEPTION-AREA TASKS
--Maintain bulletin board or showcase information in an orderly and attractive format.
--Maintain contact with animal-control officers, animal inspectors, and town officials regarding lost or stray animals and animals subject to rabies quarantines.
--Maintain a file of lost and found pets.
--Maintain a phone and address list of local resources for training, boarding, and grooming, as well as for animal-control officers, animal inspectors, city officials, township officials, and other professional contacts.
--Set up referral appointments and complete all necessary paperwork.
--Be prepared to handle medical emergencies at all times. Recognize the symptoms of pets and clients in crisis. Alert the doctors and technicians about emergency situations. Prepare rooms for incoming emergencies.
--Follow scheduling guidelines to maximize efficiency when booking clients. Properly utilize emergency or open slots in the schedule.
--Reorganize daily appointment schedules as needed to account for emergency situations and time overruns.
--Follow isolation procedures when greeting clients with contagious or potentially contagious patients. Using the designated products and dilutions for disinfectants, properly disinfect your shoes, hands, and clothing before leaving isolation areas.
--Assign and dispense rabies tags.

Computer Tasks

GENERAL COMPUTER TASKS
--Properly use the doctor’s identification to attribute work performed by various doctors to their production records.

DATABASE-MANAGEMENT TASKS
--Add new clients and new patients into the computer systems as appropriate.
--Inactivate clients or patients using correct software procedures.
--Inquire about and record vital changes in client or patient information. This means for patients: weight, immunization status, microchip number and spay/neuter status; for clients: phone number, address, surname, etc.
--Input reminders and callbacks.

**Financial Tasks**

**CASH-MANAGEMENT TASKS**
--Ensure that the individual cash box has sufficient change for each day’s monetary transactions.
--Count and record the cash in the main box each morning and at shift changes.
--Count and record the main cash in the box at closing. Reduce the individual cash box to the starting amount of cash.

**PAYMENT-PROCESSING TASKS**
--Correctly apply discounts for shelters, coupons, and complimentary exams.
--Properly enter charges from patient records into the computer. Make sure coded charges correlate with the services performed.
--Process clients’ cash, credit card, debit card, and check payments.
--Accurately record all payments in the client/patient records and in the bookkeeping system.
--Give accurate change.
--Ensure that checks have proper identifying information recorded on them, that the checks are dated and signed, and that clients have provided and you have reviewed corroborating identification, if required.
--Check that clients’ signatures on credit receipts match those on credit cards or their photo identification, and that the card holders printed name appears on the receipt.
--Provide the clients with printed receipts of their transactions, whether or not they have requested them.
--Review itemized entries on receipts with clients at the time of payment.
--Answer clients’ questions regarding charges, or refer questions to the appropriate colleague.

**TASKS RELATED TO INCOMPLETE PAYMENTS**
--Process clients’ credit applications and store them in clients’ records or appropriate file.
--Properly record and file deferred payments.
MONROE VETERINARY ASSOCIATES-JOB DESCRIPTION

TITLE: Client Service Representative
HOSPITAL: MONROE VETERINARY ASSOCIATES
REPORTS TO: Client Service Rep Supervisors
APPROVED: 2017

ESSENTIAL FUNCTIONS:
Through regular and reliable attendance, participates with the hospital team, providing input and taking initiative to enhance the team’s function by:

1.) Providing quality, professional service to all clients whether in person, over the phone, or through email. Readily acknowledges and engages clients and actively listens to their concerns. Serves as liaison between client and DVM.

2.) Promptly answering phone calls or replying to email messages and efficiently directing questions to the appropriate individuals. Demonstrates ability to triage situations and advise client when an appointment is recommended. Makes reminder calls as necessary.

3.) Accurately scheduling appointments and boarding reservations as applicable.

4.) Precisely dispensing pharmaceuticals as needed and calls in prescriptions to pharmacies.

5.) Using computer information system to accurately process client payments, and maintain current client/patient records. Ensures appropriate forms are completed for euthanasias, surgeries, etc.

6.) Providing informative and knowledgeable information to clients regarding our products and services.

7.) Providing clients with estimates for various procedures and/or surgeries over the phone.

8.) Accurately processing payments and balancing cash receipts.

9.) Assisting in maintaining cleanliness of client areas.

10.) Performs other related tasks as required.

Education: GED or Equivalent, prefer AAS

Experience: Six months experience in a customer service (with external customers) in a related field required
**Physical Requirements:** Standing for extended periods. Minimal lifting. Intermittent use of PC throughout the day.

**Minimal Requirements:** Excellent proven customer service skills, able to interact with a variety of clients with tact and diplomacy, must be friendly and compassionate.

**Hazards:** Exposure to animals. Exposure to cleaning chemicals. Exposure to pharmaceuticals/hazardous waste. Exposure to animal bodily fluids.