## **Exam Room Protocol**

- ERA Greeting
- Medical record input
- Pre-exam Checklist (Completed Prior)
- Tracking Sheet

- Thanks the Client
- Reinforces the positive, Escorts the Client to Reception
- Reviews and explains bill
- Cashiers out the Client
- Assists the Client with food and/or pet to car if needed
- Charges updated in system,
- Explains Exam Room Report Card
- Reviews medications

Wellness

Visits

- Client is led back to exam room
- Pet is weighed
- Client is given summary sheets to complete and/or literature to review
- Reason for visit and possible services needed reviewed by ERA
- Temperature of pet is taken if pet is ill or possibly ill
- Temperature is recorded on both the record and the Report Card

- Doctor reviews any lab results and Recommendations to owner
- Doctor and/or ERA prepare a written medical plan if needed

- ERA and Doctor/Tech return
- Samples are obtained by LVT
- PE performed by doctor
- Assure client understanding of pet's condition, procedures being performed and their associated costs
- ERA may begin getting medications, preparing samples, and updating charges
- ERA sets up medications, vaccines, otoscope, and any other possibly needed equipment, puppy/kitten packs or literature
- ERA finds doctor or LVT or both depending on need