

Guidelines for Medical Services provided by HSTC to staff owned pets.

- Employees should be aware that we are not able to act as their primary veterinarian, and are encouraged to have a primary outside veterinarian established. We are providing limited service based on our capacity, and we are not always able to accommodate pets in a timely fashion and should not be relied on as a primary source of care. This is especially true in emergency situations. If a pet is ill and appointments are not available in a timely manner, staff should take their pet to their primary veterinary office. Please provide a copy of your pet's medical record from your primary veterinarian for us to scan/copy into the HSTC medical record.
  - We will provide, based on availability of the schedule:
    - Annual wellness exam at no charge
    - Prescriptions or dispensing of parasitic preventive products and necessary medications at HSTC cost
      - Please note, HSTC may not fill prescriptions from another veterinarian without a current annual exam
    - Dental cleanings +/- extractions (cost of \$50 for cleaning, \$50 if dental radiographs are performed, and \$5 per extraction)
    - Non-emergency exams for illness or ongoing treatment for \$15 exam fee
      - Recheck exams or illness exams will receive this fee
      - URI, skin, ears, eyes, and mild illness can be scheduled
      - As we do not have x-ray, orthopedic exams should be performed by your primary veterinarian. We may fill required prescriptions for treatment if the pet has a current annual exam, at HSTC cost
      - Emergency or severe illness exams should be performed by your primary veterinarian
      - Most vaccinations may be performed by a technician. Rabies vaccination must be performed by a DVM. Vaccines are at HSTC cost
      - Microchips may be performed by a technician at HSTC cost
    - Labwork and screening bloodwork including SNAP tests may be performed by a technician at HSTC cost by a technician. If labwork must be interpreted by a veterinarian, this may be done by your primary veterinarian, as part of the no-cost HSTC annual exam, or with the \$15 illness exam fee applied based on circumstances of need for labwork.
    - All dogs receiving heartworm prevention must have a current heartworm test within the last year
      - Animals may receive no more than 1 year worth of any medication refills during a 1-year period
- One employee pet will be seen per appointment. Multiple pets will require separate appointments.

*Rev. 10-03-23*

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- If a treatment/care plan is set up by the veterinarian here, it's the employees' responsibility to make sure that it's followed through with as recommended.
- If a treatment/care plan is not followed as prescribed, the employee may be asked to continue receiving treatment by their own outside veterinarian. Treatment/ care plans are very important not only to ensure pets receive the care they need but also keeping follow up appointments and the amount of time needed to a minimum.
- Medications and services provided are to be paid for the day of receiving them. Medication refill requests are to be submitted to the clinic scheduler. Be aware there will likely be a delay between the request and the filling of the medications. All prescriptions must be filled by a veterinary technician and logged in the pet's PetPoint medical record.
  - Examples:
  - Rx: Revolution feline 5-15 lb # 6: Apply 1 to skin once monthly. Refill x 1
  - Rx: Clomicalm 80 mg # 30: Give 1 PO SID. Refill x 11
  - Rx: Heartgard 0-25 lb #12: Give 1 PO once monthly. No refills
- If scheduled appointments are missed, employees will be rescheduled after all other employees waiting have been scheduled, as appointments are limited.
- In order to fill any prescription medications your pet must have had an exam by a DVM at HSTC within the last year. If adopted from here, the adoption date counts as the start of that year. For ongoing medications (such as HWP/FP) you may purchase up to one year's worth at one time, up until 1 year from the date of the last exam. This is because we must have an active VCPR (veterinary-client-patient relationship) to prescribe medications. Quantity of refills of other medications are at the DVM discretion, and may vary depending on treatment plan and recommended rechecks. No more than 1 year's worth of any medication may be filled within a 1 year period without another annual exam by a HSTC DVM.
- We may not be able to treat extensive illnesses, emergencies, or severe dentals due to time constraints as in house animals have priority. We also have limited services available as an animal shelter. This will be decided at the discretion of the veterinarian.
- Dentals and/or sedated exams will be scheduled on one half-day per month, on a first come-first scheduled basis. Emergency dentistry should be performed by your primary veterinarian. Due to time constraints, it is not guaranteed that an employee will be able to get dentistry performed. This will depend on scheduling. This may need to be performed at your primary DVM.
  - Note: OR staff who are able to perform their own dental cleanings may perform these themselves on days off or while clocked out on break. This will have to be cleared with the clinic manager and DVM beforehand to ensure the surgery flow isn't affected. This would not be permitted if the pet needs extractions.

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- If you have an appointment scheduled, please be mindful that if any new or additional health issues should arise prior to your scheduled appointment you must let staff know ahead of your scheduled appointment to ensure it is appropriate to be seen by the HSTC veterinarian. Pets needing vaccines or testing, excluding Rabies, may be scheduled with a tech. If your pet has something additional that needs a veterinarian to treat, it will be scheduled separately as a veterinarian appointment.
- A heartworm test is also required annually for every dog receiving HWP prescriptions. This may only be waived by a DVM for extenuating circumstances. The HW test may be performed by a technician.
- Every animal must have a medical record set up in PetPoint BEFORE their exam or treatment. All treatments, tests, vaccines, and prescriptions must be recorded by the filling technician in the pet's PetPoint medical record. Any primary veterinary records should be brought to update the HSTC record.

Thank you for your understanding.

Employee name \_\_\_\_\_

Employee signature \_\_\_\_\_