

Main Street Veterinary Clinic Osteoarthritis Protocol

CSR takes the phone call for annual examination or for an orthopedic issue:

Questions:

Any changes since your last visit?

Do you have any specific concerns for the doctor?

If orthopedic, question the problem and encourage video (especially if problem is intermittent)

Step:

Inform owner that we are forwarding a screening form. If they are able, fill out and send back to email- awesome. If able to print/ bring- that works, too!

All emailed forms then entered into the record with the heading OA screen and year.

CSR on exam day:

Observations:

When able, watch the dog get out of the car, walk in office, interact with other pets/people

Listen:

Does owner give any clues? I need help getting Sam back into the car. Sam is getting so grumpy...

Look:

Is completed OA form in system? If no, then hand to them as we are placed in waiting area OR as we are getting into the room

Observe part 2:

How did they get on the scale, how do they walk in the room, how do they sit/stand?

Report:

Hand technician completed OA form if done prior to exam room.

Let the technician know anything they may have observed.

Technician:

Observe:

Posture, gait, movement, transition

Ask:

Concerns/ general history questions

Listen:

Owners tend to tell us more than we need to know---listen

Inform:

Inform Dr. when prepping them for the room

The above is the Screening protocol- this now begins between 12-16 months of age (with the first yearly visit). The protocol is similar with cats. The only difference... the Dr will question HOW we jump, eat, play, climb...

Post Injection—

Technician: Forward books the next 2 appointments

CSR:

Follows up with call or text (1 week after injection) goal, checking on efficacy, safety, questions

Concerns from the owner: appointment on Dr to follow up

Owner does not respond, try again next week then not again until follow up

In general, mild to moderate patients—injection 2,3 with technician but Doctor available if needed.

Severe- Doctor involved in injection 2/3

OA form done at each follow up injection and then given to Dr first, then to CSR to scan into record- OA follow up...

Annual visits- compare form from prior year—when we see the change in answers, dive a little deeper on examination. When OA diagnosed but owner declines treatment at that time, follow up in 4 months with call

Pricing help:

On occasion, first dose administered for free— seeing is believing

Frequent “flyer” card- buy 5 get the 6th one ½ off

Pre-pay for 6 doses at a slightly discounted rate (this is helpful for those with Care Credit and budget conscious)

Long term:

Exam with veterinarian (price may vary) every 4th injection to re-evaluate (this is generally meant for our seniors) and look for emerging comorbidity/ progressive OA

Key to success.....CLIENT COMMUNICATION/ FOLLOW UP. We let them know we are here and taking this journey with them and their pet.