



SOP for Consultation of Pets

Document Number	Effective Date	Review Date	Version No
NVH-P-U1-03	01/01/2019	31/12/2021	001

Document Approval

Prepared by:

National Veterinary Hospital

Signature .....

Designation.....

Date .....

Chief Veterinary officer  
National Animal Hospital  
Department of Livestock  
Ministry of Agriculture & Forest  
Thimphu Bhutan

Reviewed by:

Review Committee

Signature .....

Designation.....

Date .....

Veterinary Officer  
National Health Division  
Department of Livestock  
of Agriculture & Forests  
Thimphu : Bhutan

Authorized by:

Department of Livestock .

Signature .....

Designation.....


Date .....

Director General  
Department of Livestock  
Ministry of Agriculture & Forests  
Thimphu : Bhutan

Revision History

Revision	Revision Date	Reason for Revision	Revised by

Prepared by NVH	Reviewed by Review Committee	Authorized by DoL
--------------------	---------------------------------	----------------------

	<b>SOP for Consultation of Pets</b>			
	<b>Document Number</b>	<b>Effective Date</b>	<b>Review Date</b>	<b>Version No</b>
	NVH-P-U1-03	01/01/2019	31/12/2021	001

### Table of Contents

1. Purpose
2. Scope
3. Responsibilities
4. Definitions
5. Process Map in Flow Chart
6. Procedures
7. Related Forms or Work Instructions
8. References

#### 1. Purpose

1.1 This SOP describes the procedures for consultation.

#### 2. Scope

2.1 This SOP covers the procedures for taking history from the owner and examination of the patient.

#### 3. Responsibilities

3.1 All veterinarians/Para-veterinarians for consultation should follow this procedure.

Sl. No.	Official Designation	Responsibilities
1.	Veterinarians	Examine the case and make diagnosis. Prescribe and advise treatment.
2.	Para-veterinarians	Examine and treat the patients in absence of veterinarians. Assist veterinarians for examination and treatment of cases. Collect/assist in laboratory sampling.
3.	Animal attendant	Restrain animal. Cleaning of the examination table. Assist in submission of lab samples.

#### 4. Definitions


**4.1 AHD:** It refers to Animal Health Division under the Department of Livestock.

**4.2 Animal attendant:** It refers to a person who helps in restraining of animals and ensures the well being of the animals during the treatment procedures.

**4.3 Biochemistry:** It refers to the branch of science concerned with the chemical and physicochemical processes and substances, which occur within living organisms.

**4.4 Capillary refill time (CRT):** It reflects perfusion of peripheral tissues. Press on an area of

<b>Prepared by</b>	<b>Reviewed by</b>	<b>Authorized by</b>
NVH	Review Committee	DoL

	SOP for Consultation of Pets			
	Document Number	Effective Date	Review Date	Version No
	NVH-P-U1-03	01/01/2019	31/12/2021	001

mucous membrane. The gums will "blanch" white as they are pressed and become pink again when pressure is released. Normal: < 2 seconds.

**4.5 Consultation:** It refers to the process of examination of patients and discussing with the owner about the patient.

**4.6 Customer care:** It refers to an act of taking care of customers' needs by providing and delivering professional, high quality services and assistance before, during and after customers' requirements are met.

**4.7 DLO:** It refers to Dzongkhag Livestock Office.

**4.8 DoL:** It refers to Department of Livestock.

**4.9 DRA:** It refers to Drug Regulatory Authority.

**4.10 DVH:** It refers to Dzongkhag Veterinary Hospital

**4.11 Diagnostic services:** It refers to the imaging and laboratory capabilities available for determining the cause of an illness.

**4.12 Diagnostic Procedure:** The process of identifying or determining the nature and cause of a disease or injury through evaluation of patient history, examination and review of laboratory data.

**4.13 Discharge:** It is an action of discharging the patient from a hospital after recovery.

**4.14 Emergency:** It refers to a patient in serious, unexpected, and often-dangerous situation requiring immediate action.

**4.15 Endoscopy:** It is a process of examining the internal organs by introducing endoscope into the body.

**4.16 Hematology:** It refers to the study of blood parameters.

**4.17 LECs:** It refers to Livestock Extension Centers.

**4.18 Laboratory:** It refers to a room equipped to perform diagnostic tests.

**4.19 Medicines:** It includes all kind of drugs for use in animals.

**4.20 Metabolic disorders:** It refers to abnormal chemical reactions in the body, which alters the normal metabolic process.

**4.21 Microbiology:** It is the branch of science that deals with microorganisms.

**4.22 Minor Cases:** It refers to those cases, which can be dealt within the consultation room without sending to treatment room.

**4.23 Minor surgery:** Surgical procedure which does not expose a body cavity and causes little or no physical impairment or procedure in which only skin, mucous membrane and connective tissues are involved.

**4.24 Muzzle:** It refers to a device used to cover the animal's snout.

**4.25 NVH:** It refers to National Veterinary Hospital, Thimphu.


**4.26 New case:** It refers to the sick animal brought to the hospital for the first time.

**4.27 Ophthalmoscope:** It refers to an instrument for inspecting the retina and other parts of eye.

**4.28 Otoscope:** It refers to an instrument for visual examination of eardrum.

**4.29 Para-veterinarian:** It refers to a person with diploma in Animal Science and is authorized to provide treatment to the animals.

<b>Prepared by</b>	<b>Reviewed by</b>	<b>Authorized by</b>
NVH	Review Committee	DoL

	SOP for Consultation of Pets			
	Document Number	Effective Date	Review Date	Version No
	NVH-P-U1-03	01/01/2019	31/12/2021	001

- 4.30 **Parasitology:** It is a branch of science concerned with the study of parasitic organisms.
- 4.31 **Patient:** It refers to an animal receiving or registered to receive medical treatment.
- 4.32 **Physiological Parameters:** It refers to the measurement of normal functions of living organisms and their parts.
- 4.33 **Prescription Form:** It refers to a form with details of the patient with instruction written by the veterinarians/para-veterinarian that authorized patient to be issued with a medicine or treatment.
- 4.34 **Pulse rate:** It is a measurement of heartbeat of a patient.
- 4.35 **Rapid Tests:** It refers to testing of samples in a short period of time.
- 4.36 **Review Committee:** It refers to a group of people from the department who will review the procedure to see if it should be improved, corrected, or changed.
- 4.37 **Repeat case:** It refers to the sick animal brought to the hospital for follow up treatment.
- 4.38 **Respiration rate:** It refers to frequency of breathing in a patient.
- 4.39 **Restrain:** It refers to application of any procedure designed to restrict its movements in order to facilitate examination of patient.
- 4.40 **SOP:** It refers to Standard Operating Procedure.
- 4.41 **Stabilization:** It refers to the action of making the patient stable.
- 4.42 **Staff:** It refers to veterinarians, para-veterinarians and animal attendants.
- 4.43 **Surgery:** It refers to the treatment of injuries or disorders of the patient by incision or manipulation with instruments.
- 4.44 **TVH:** It refers to Thomde Veterinary Hospital.
- 4.45 **Technician:** It refers to technical staff involved in diagnostic procedure
- 4.46 **Tentative Diagnosis:** It refers to provisional or unconfirmed diagnosis.
- 4.47 **Token No.** It refers to a paper slip with assigned number for consultation.
- 4.48 **Tonometer:** It refers to an instrument to measure eye pressure.
- 4.49 **Toxicology:** It refers to the branch of science concerned with the nature, effects, and detection of poisons.
- 4.50 **Ultrasonography:** It is a technique using echoes of ultrasound pulses to delineate objects or areas of different density in the body.
- 4.51 **VHs:** It refers to veterinary hospitals in the country.
- 4.52 **Veterinarian:** It refers to a person holding a bachelors degree in Veterinary Science and Animal Husbandry and is authorized to practice veterinary medicine.
- 4.53 **Victims:** It refers to animals harmed, injured or killed as a result of an accident or other event.
- 4.54 **Visible mucus membranes:** It refers to visible tissue surfaces of the body like conjunctival, buccal and vaginal mucus membranes.
- 4.55 **Ward:** It refers to a separate room in a hospital where sick animals are kept and treated.
- 4.56 **Wounds:** It refers to a break in the continuity of soft tissues caused by trauma.
- 4.57 **X-Ray:** It refers to an electromagnetic wave of high energy and very short wavelength (between ultraviolet light and gamma rays), which is able to pass through many materials opaque to light.

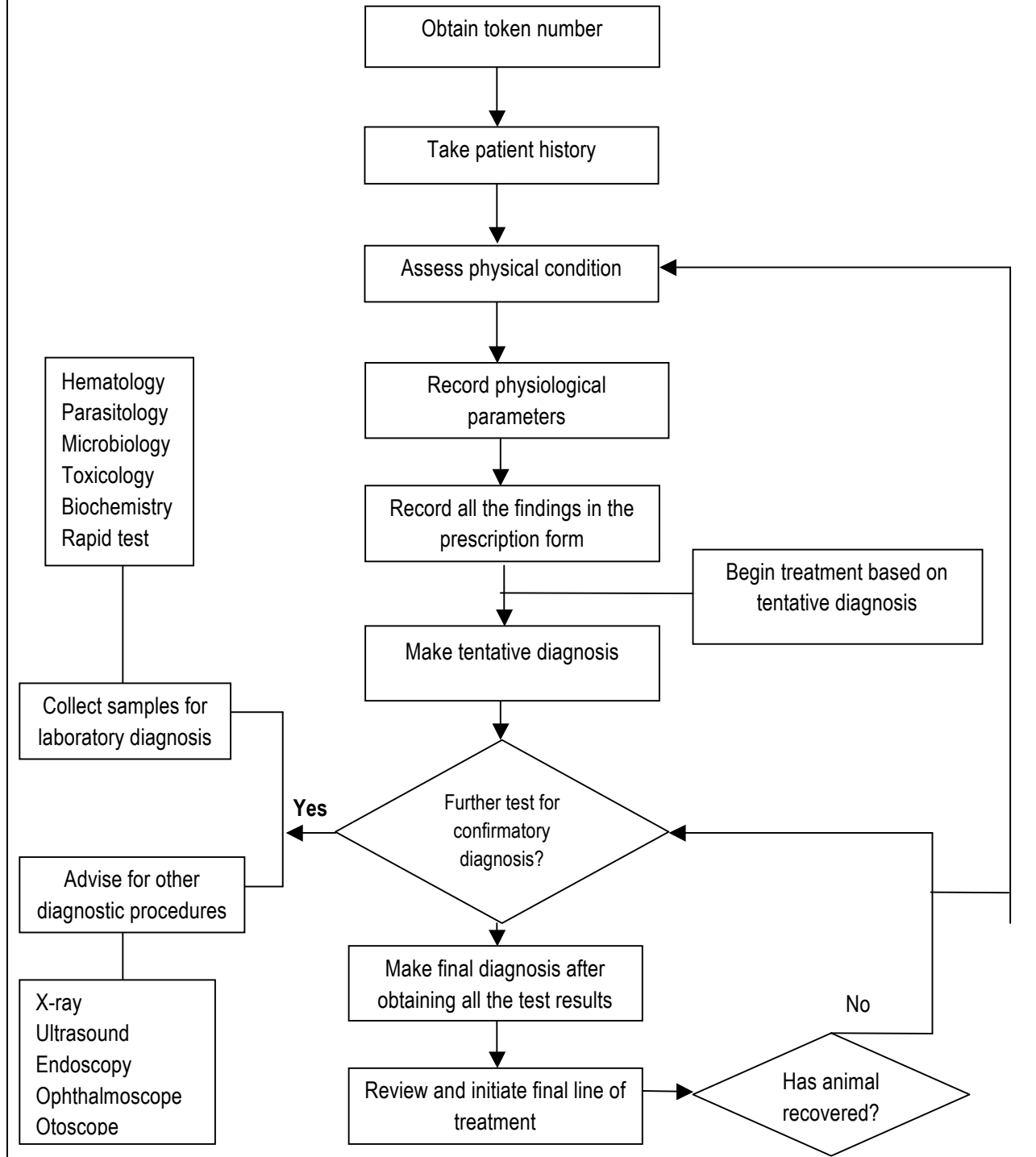
<b>Prepared by</b>	<b>Reviewed by</b>	<b>Authorized by</b>
NVH	Review Committee	DoL




**SOP for Consultation of Pets**

<b>Document Number</b>	<b>Effective Date</b>	<b>Review Date</b>	<b>Version No</b>
NVH-P-U1-03	01/01/2019	31/12/2021	001

**5 Process map in Flow Chart**



<b>Prepared by</b>	<b>Reviewed by</b>	<b>Authorized by</b>
NVH	Review Committee	DoL

	SOP for Consultation of Pets			
	Document Number	Effective Date	Review Date	Version No
	NVH-P-U1-03	01/01/2019	31/12/2021	001

## 6. Procedure

### 6.1 Consultation room/area

- 6.1.1 It should be clean at all times.
- 6.1.2 It should be well lighted with good ventilation or air conditioning.
- 6.1.3 There should be an examination table of appropriate size with a top made of either stainless steel or aluminum or porcelain.
- 6.1.4 It shall have a properly installed and functional sink with a permanent piping for water supply and drainage.
- 6.1.5 It shall have cabinet or shelves or trolley for medicines, instruments and others.
- 6.1.6 The technical staff should wear clinical dress (blue) or white lab coat (properly buttoned) with nametag.

### 6.2 Conduct consultation based on token number.

6.3 Take history of the patient from the owner - vaccination record, appetite of the animal and any other abnormalities.

6.4 Perform physical examination of the patient – check visible mucus membranes, muzzle, palpate lymph node, and degree of dehydration by pulling the skin.

6.5 Record physiological parameters - body temperature, blood pressure, pulse rate, respiration rate, eye pressure, and auscultation if deemed necessary.

6.6 Record all the above findings in the prescription form.

6.7 Make tentative diagnosis.

6.8 Start treatment based on tentative diagnosis.

6.9 Collect samples for laboratory diagnosis- Hematology, parasitology, microbiology, toxicology, biochemistry and rapid tests if necessary.

6.10 Advise patient for further diagnostic test like X-rays, ultrasound, endoscopy etc if deemed necessary.

6.11 Make final diagnosis after obtaining all the test results.

6.12 Review and initiate final line of treatment.

6.13 If the patient is not responding to the treatment initiated, patient has to undergo further physical examinations and other diagnostic test.

## 7. Related forms or work instructions

- 7.1 SOP on Case registration
- 7.2 SOP on Diagnostic services
- 7.3 Prescription form
- 7.4 Consent form
- 7.5 Laboratory sample examination form

## 8. References

- 8.1 SOP on SOP format - Drug Regulatory Authority of Bhutan.
- 8.2 Code of standards for veterinary clinics and hospitals for small animal companion – DoA, Philippines.

<b>Prepared by</b>	<b>Reviewed by</b>	<b>Authorized by</b>
NVH	Review Committee	DoL