



SOP for Customer Care

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NVH-P-U1-10	01/01/2019	31/12/2021	001

Document Approval

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Revision History

Revision	Revision Date	Reason for Revision	Revised by

Prepared by NVH	Reviewed by Review Committee	Authorized by DoL
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1. Purpose

1.1 This SOP describes the procedures for the care of clients and promotes responsible ownership.

2. Scope

2.1 This SOP covers procedures for effective communication and handling of clients by the staff at the veterinary hospitals and other animal health centers.

3. Responsibilities

3.1 All the staff should follow this procedure to promote good relationship between clients and staff, which will promote mutual trust and respects.

Sl. No.	Official Designation	Responsibilities
1.	Veterinarian/Para-veterinarian	Effective communication and management of clients
2.	Other support staff	Effective communication and being courteous to the clients

4. Definitions

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

4.2 **Communication:** It refers to transferring of information to the clients related to the animal health services and other relevant information as desired by the clients.


4.3 **Clients:** It refers to a person who receives services from the veterinary hospitals and other animal health facilities.

4.4 **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.

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

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

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4.7 **DVH:** It refers to Dzongkhag Veterinary Hospital.

4.8 **Effective Date:** It is the date that a document becomes effective for use.

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

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

4.11 **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.

4.12 **Staff:** It refers to veterinarians, para-veterinarians and animal attendants.


4.13 **TVH:** It refers to Thomde Veterinary Hospital.

4.14 **Technician:** It refers to technical staff involved in diagnostic procedure.

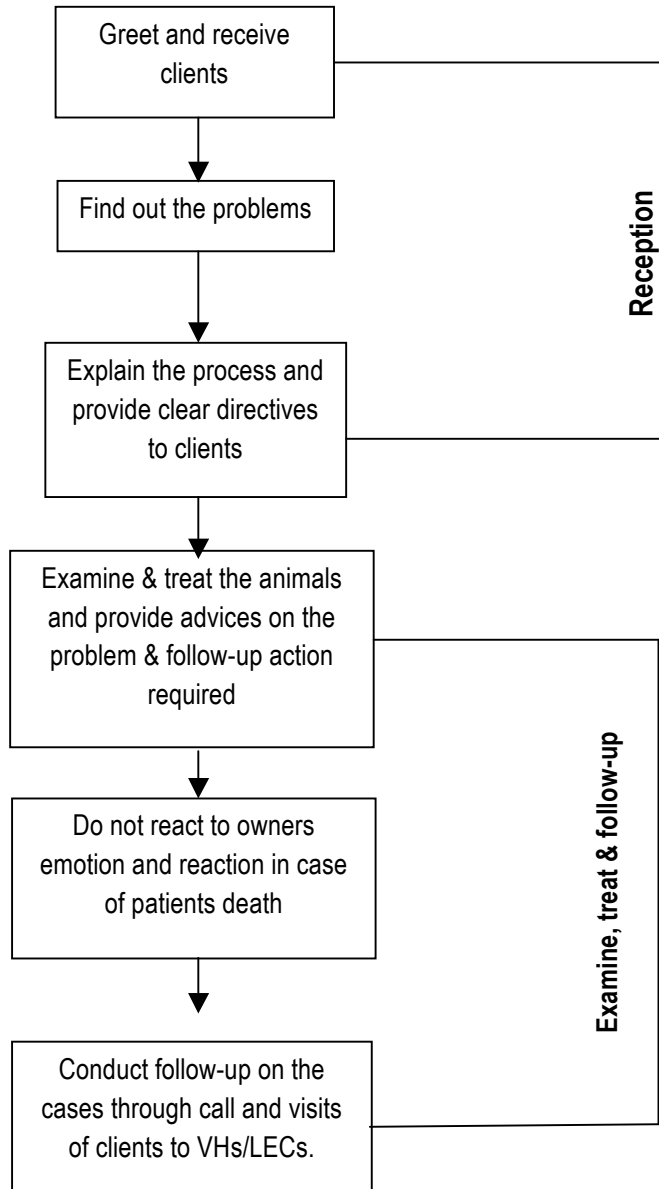
4.15 **VHs:** It refers to veterinary hospitals in the country.

4.16 **Veterinarian:** It refers to a person holding a bachelors degree in Veterinary Science and Animal Husbandry and is authorized to practice veterinary medicine.


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5. Process Map in Flow Chart



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6. Procedure

- 6.1 Greet the clients and inquire about the problems with the patients.
- 6.2 Be courteous to clients and make him/ her feel comfortable.
- 6.3 Based on the problems, direct the patient to relevant units/ veterinarians.
- 6.4 Concerned Veterinarians/ para-veterinarians should communicate with the patients by calling his or her name while carrying out the detail clinical examination to build the confidence of the clients.
- 6.5 Concerned Veterinarians attending the patient should explain the problems clearly to the owner including prognosis and advices on follow-up action required.
- 6.6 In case of sudden death of the patient during the medical or surgical intervention, the concerned Veterinarians/ Para-veterinarians should remain calm and do not react to clients emotions or reactions.

Note: The concerned staff should greet and be courteous while attending any telephone calls. They should provide clear information and directives on the queries and issues raised by the clients.

All the staff should be in proper dress code, strictly follow the code of conduct, and deliver the services professionally as per the procedures described in the specific SOPs.

7. Related Forms or Work Instructions

- 7.1 SOP for case registration
- 7.2 SOP for Treatment of animals
- 7.3 SOP for Surgery
- 7.4 SOP for consultation
- 7.5 SOP for emergency cases
- 7.6 SOP for referral cases
- 7.7 Consent form
- 7.8 Prescription form

8. References

- 8.1 SOP on SOP format – Drug Regulatory Authority, Thimphu

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