



SOP for Emergency Cases

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Document Approval

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## 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 attending emergency cases.

### 2. Scope

2.1 This SOP is to be followed by all the staff designated to attend emergency cases.

### 3. Responsibilities

3.1 The designated staff for attending to emergency cases should follow this procedure.

Sl.No.	Official Designation	Responsibilities
1.	Veterinarian	To attend emergency cases and prescribe essential treatment.
2.	Para-veterinarian	To attend emergency cases, provide treatment in absence of veterinarian and keep necessary records. Assist veterinarians while attending emergency cases.
3.	Animal attendant	Restrain animal. Clean the table used for treatment.

### 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 **Auscultation:** The action of listening to sounds from the heart, lungs, or other organs, typically with a stethoscope, as a part of medical diagnosis.

4.4 **Blood pressure:** It refers to the pressure of the blood in the circulatory system, often measured for diagnosis since it is closely related to the force and rate of the heartbeat and the diameter and elasticity of the arterial walls.

4.5 **Body temperature:** It refers to the degree or intensity of heat present in the body.

4.6 **Consent form:** A form signed by the pet owner prior to an anesthetic/ surgical procedure to

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confirm that he or she agrees to the procedure and is aware of any risks that might be involved. The primary purpose of signing of consent form is to provide evidence that the pet owner gave consent to the procedure in question.

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

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

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

4.10 **Dystocia:** It refers to difficulty in giving birth due to awkwardly positioned fetus or small maternal pelvis.

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

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

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

4.14 **Fracture:** It refers to the break in the continuity of bone.

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

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

4.17 **Ocular pressure:** It is the pressure within the eyeball.

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

4.19 **Poisonings:** It refers to a substance that when introduced into or absorbed by a living organism causes illness or death.

4.20 **Pulse rate:** It is a measurement of heartbeat of a patient.

4.21 **Respiration rate:** It refers to frequency of breathing in a patient.

4.22 **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.

4.23 **Seizures:** It refers to sudden surge of electrical activity in the brain.

4.24 **SOP:** It refers to Standard Operating Procedure.

4.25 **Stabilization:** It refers to the action of making the patient stable.

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

4.27 **Strokes:** It refers to sudden disabling attack or lost of consciousness caused by an interruption in the flow of blood in the brain.

4.28 **Surgery:** It refers to the treatment of injuries or disorders of the patient by incision or manipulation with instruments.


4.29 **Tentative diagnosis:** It refers to provisional or unconfirmed diagnosis.

4.30 **Ultrasonography:** It is a technique using echoes of ultrasound pulses to delineate objects or areas of different density in the body.

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

4.32 **Visible mucus membrane:** It refers to visible tissue surfaces of the body like conjunctival, buccal and vaginal mucus membranes.

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4.33 **Wound:** It refers to a break in the continuity of soft tissues caused by trauma.

4.34 **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.

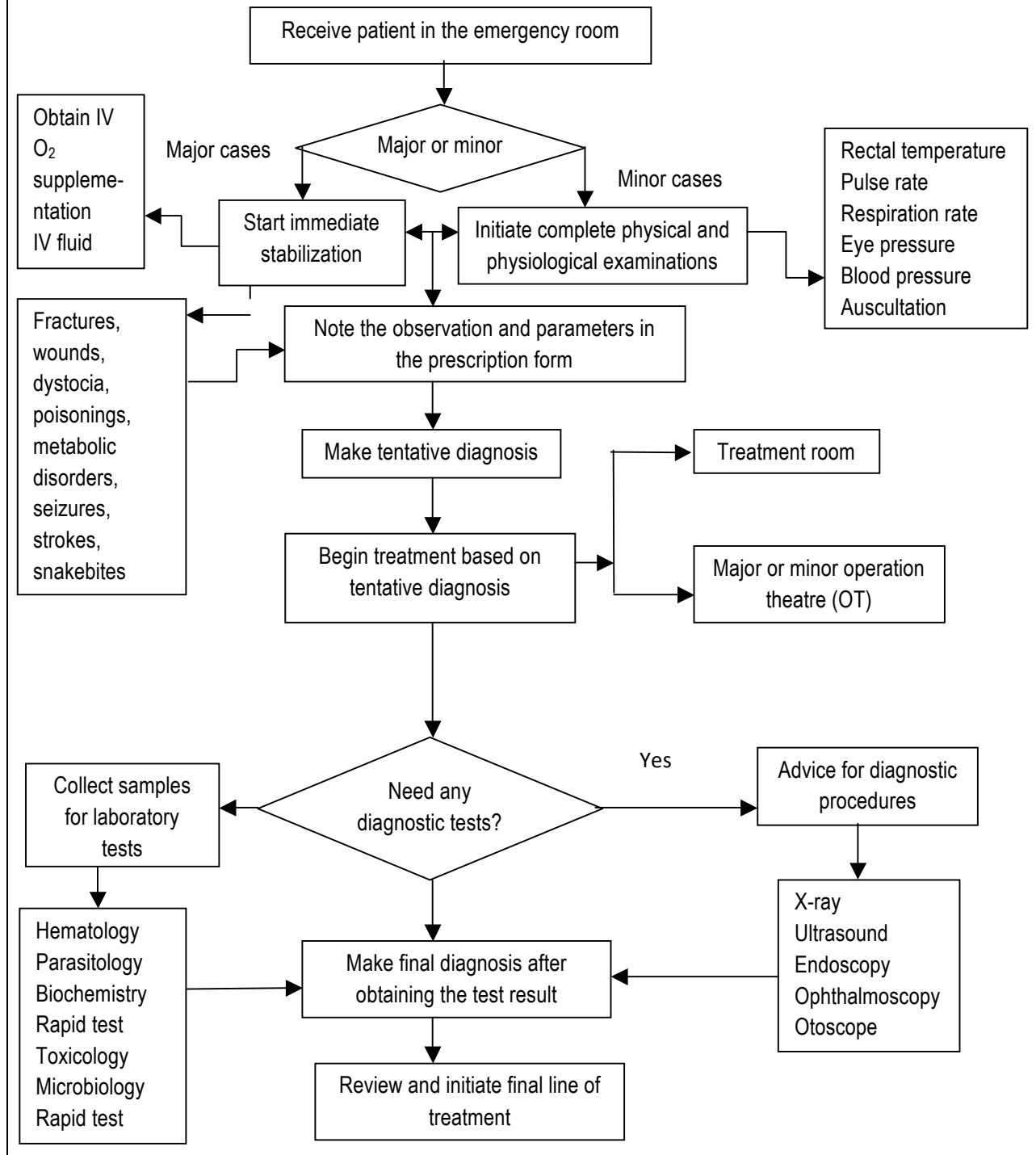
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**5. Process Map in Flow Chart**



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## 6. Procedure

- 6.1 Receive the patient in the emergency room.
  - 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, 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 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 Make an observation and decide whether the case is major or minor.
  - 6.2.1 If the patient brought in is a major case, initiate immediate stabilization of animal by connecting IV line, administer emergency drug with IV fluid and provide oxygen supplementation if necessary.
  - 6.2.2 If the patient brought in is a minor case, then the patient can be examined and treated within the emergency room.
- 6.3 If the case requires surgical intervention, direct the patient to minor or major operation theatre depending on the severity of cases.
- 6.4 Initiate complete physical examinations of patient for both major and minor case by checking visible mucus membranes, muzzle, palpate lymph node, degree of dehydration, whether animal is bleeding or in shock.
- 6.5 Measure physiological parameters - body temperature, blood pressure, pulse rate, respiration rate, eye pressure, and auscultation if deemed necessary.
- 6.6 Record the above findings and parameters in the prescription form
- 6.7 Make tentative diagnosis.
- 6.8 Begin treatment based on tentative diagnosis.
- 6.9 Based on the tentative diagnosis, direct the patient for further laboratory test and other diagnostic test
- 6.10 Collect samples for laboratory diagnosis and advise 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 commence final line of treatment.

## 7. Related forms or work instructions

- 7.1 SOP on Treatment of cases
- 7.2 SOP on Anesthesia
- 7.3 SOP on Surgery
- 7.4 SOP on Laboratory
- 7.5 SOP on Diagnostic services.
- 7.6 SOP on Case registration.

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<p>7.7 Consent form for anesthesia.</p> <p>7.8 Laboratory sample examination form.</p> <p>7.9 Prescription form</p> <p>7.10 Normal Physiological Values</p> <p><b>8. References</b></p> <p>8.1 Erica L. Reineke: Evaluation and triage of the critically ill patient. In Deborah C. Silverstein &amp; Kate</p> <p>8.2 Hopper: <i>Small Animal Critical Care Medicine</i>. 2<sup>nd</sup> Edition, 2015, Elsevier.</p> <p>8.3 SOP on SOP of Drug Regulatory Authority of Bhutan.</p> <p>8.4 Black's Veterinary Dictionary.</p>
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