



SOP for Referral Cases

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NVH-P-U4-02	01/01/2019	31/12/2021	001

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1. Purpose

1.1 This SOP describes the procedures for referring cases to NVH.

2. Scope

2.1 This SOP is to be followed by staff who refers the cases to NVH and the staff who receives the cases.

3. Responsibilities

3.1 All staff involved with referral cases should follow this procedure.

Sl. No.	Official Designation	Responsibilities
1.	Veterinarians/Para-veterinarians	Refer cases along with all related documents of patient.
2.	Staff of NVH	Receive cases along with all related documents of patient Study the case history and do necessary investigations and provide treatment accordingly.

4. Definitions

- 4.1 **AHD:** It refers to Animal Health Division under the Department of Livestock.
- 4.2 **Cage:** It refers to a structure of bars or wires in which sick dogs and cats are kept for treatment.
- 4.3 **DoL:** It refers to Department of Livestock.
- 4.4 **DRA:** It refers to Drug Regulatory Authority.
- 4.5 **Diagnostic services:** It refers to the imaging and laboratory capabilities available for determining the cause of an illness.

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4.6 **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.

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

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 **Patient:** It refers to an animal referred to NVH and other animal health centers.

4.11 **Parameters:** It refers to a numerical or other measurable factor forming one of a set that defines a system or sets the conditions of its operation.

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

4.13 **Referral:** It refers to an act of referring the patient for consultation, review and further action from LECs to VH/NVH; and from VH to NVH.

4.14 **Referral cases:** It refers to those cases, which require the intervention of the veterinarians for specialized clinical services.

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

4.16 **Staff:** It refers to both the officials of NVH and other animal health centers.

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

4.18 **Ward:** It refers to a separate room in a hospital where sick animals are kept and treated.

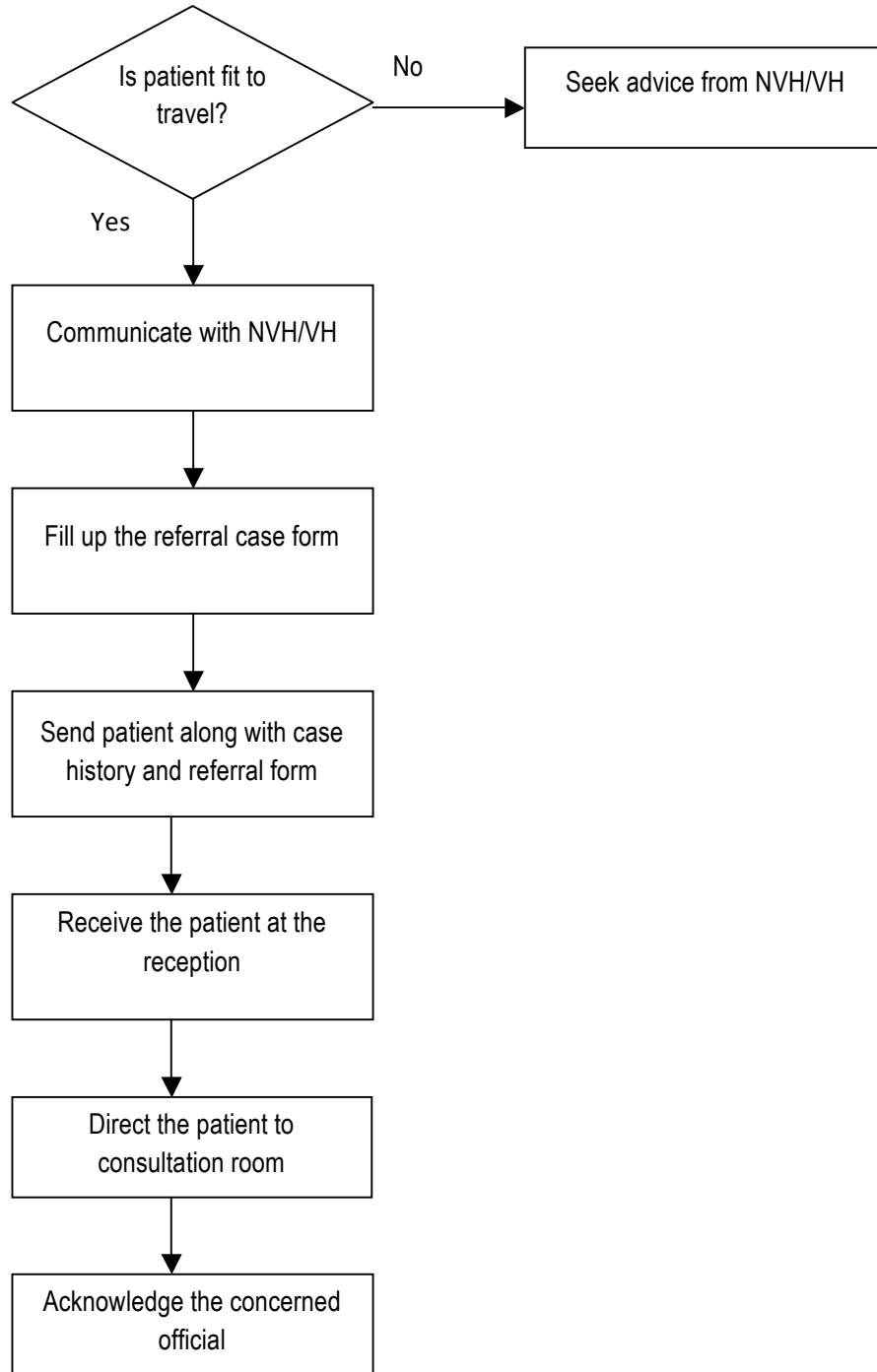
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5. Process Map in Flow Chart



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6. Procedure

- 6.1 LECs/VH assess the condition of the patient whether it's fit to travel.
 - 6.1.1 If animal is not fit to travel, communicate and seek advice from NVH/VH. The team from NVH/VH may go to the station to treat the animal or give necessary advice.
- 6.2 Inform/ communicate with NVH/VH regarding the referral case.
- 6.3 Fill up the referral form.
- 6.4 Send the patient along with the duly filled referral form and case history of the patient.
- 6.5 Receive the patient in the reception room.
- 6.6 Direct the patient to the consultation room.
- 6.7 Acknowledge the concerned official who referred the case along with the final diagnosis and line of treatment initiated.

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.
- 7.7 Consent form for anesthesia.
- 7.8 Laboratory sample examination form.
- 7.9 Referral form.
- 7.10 Normal Physiological Values.

8. References

- 8.1 SOP on SOP of Drug Regulatory Authority of Bhutan.
- 8.2 Black's Veterinary Dictionary.

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