



SOP for Utilization of Veterinary Ambulance

Document Number	Effective Date	Review Date	Version No
NVH-P-US-02	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 procedures for utilization of veterinary ambulance for delivery of effective, timely and quality veterinary clinical services.

2. Scope


2.1 The SOP covers procedures for use of veterinary ambulance stationed at veterinary hospitals by the staff for delivery of animal health services.

3. Responsibilities

3.1 The designated staff should follow the procedures while using the veterinary ambulance.

Sl. No.	Official Designation	Responsibilities
1.	Veterinarians/ Para-veterinarians	Verify, approve and attend the cases as and when referred. Attend and lift the sick and injured animals from the affected site. Monitor maintenance and operation of veterinary ambulance. Assign veterinary ambulance for intra and inter Dzongkhag mobilization of veterinary drugs, non-drug items and equipment. Follow code of conduct.
2.	Driver	Be available to provide veterinary ambulance services at any point of time. To ensure that the vehicle and related equipment are washed and cleaned once daily and in between transportation of patients. To ensure that the vehicle is well maintained and the ambulance logbooks are up to date. Follow code of conduct.

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3.	Animal Attendant	Be available to provide veterinary ambulance services at any point of time. To ensure that related equipment are washed and cleaned once daily and in between transportation of patients. Restrain animal. Follow code of conduct.
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4. Definitions

- 4.1 **AHD:** It refers to Animal Health Division under the Department of Livestock.
- 4.2 **ARV:** It refers to Anti Rabies vaccine.
- 4.3 **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.
- 4.4 **DoL:** It refers to Department of Livestock.
- 4.5 **DRA:** It refers to Drug Regulatory Authority.
- 4.6 **DVH:** It refers to Dzongkhag Veterinary Hospital.
- 4.7 **Drug mobilization:** It refers to inter and intra agency mobilization of emergency / ad hoc distribution of drugs and nearing-expiry drugs.
- 4.8 **Effective Date:** It is the date that a document becomes effective for use.
- 4.9 **Farm Animals:** It refers to animals that are raised for home use or for profit. Farm animals include cattle, yak, sheep, goat, pig and horse.
- 4.10 **Mobile Veterinary Clinic:** It refers to a dedicated vehicle rather than a building that is used to provide a form of veterinary practice that may be moved from one location to another for delivery of a specified range of veterinary services.
- 4.11 **NVH:** It refers to National Veterinary Hospital, Thimphu.
- 4.12 **Natural calamities:** It refers to natural disasters like earthquake and floods, fire, leading to injury and loss of lives of the animals.
- 4.13 **Para-veterinarian:** It refers to a person with diploma in Animal Science and is authorized to provide treatment to the animals.
- 4.14 **Pet:** It refers to dogs and cats.
- 4.15 **Referral cases:** It refers to those cases, which require the intervention of the veterinarians for specialized clinical services.
- 4.16 **SOP:** It refers to Standard Operating Procedure.
- 4.17 **VHs:** It refers to veterinary hospitals in the country.
- 4.18 **Veterinarian:** It refers to a person holding a bachelors degree in Veterinary Science and Animal Husbandry and is authorized to practice veterinary medicine.
- 4.19 **Veterinary ambulance:** It refers to vehicle equipped for taking sick or injured animals to and from the hospitals as well as for transporting of veterinarians and para-veterinarians to attend the referral cases. Veterinary ambulance should be a pick-up (Hilux) type vehicle with cover on the rear boot, with provision of blue/ red colour flashing light and siren; and clearly inscribed as Veterinary Ambulance and blue cross above the wind shield and both sides of the vehicle.

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4.20 **Victims:** It refers to animals harmed, injured or killed as a result of an accident or other event.

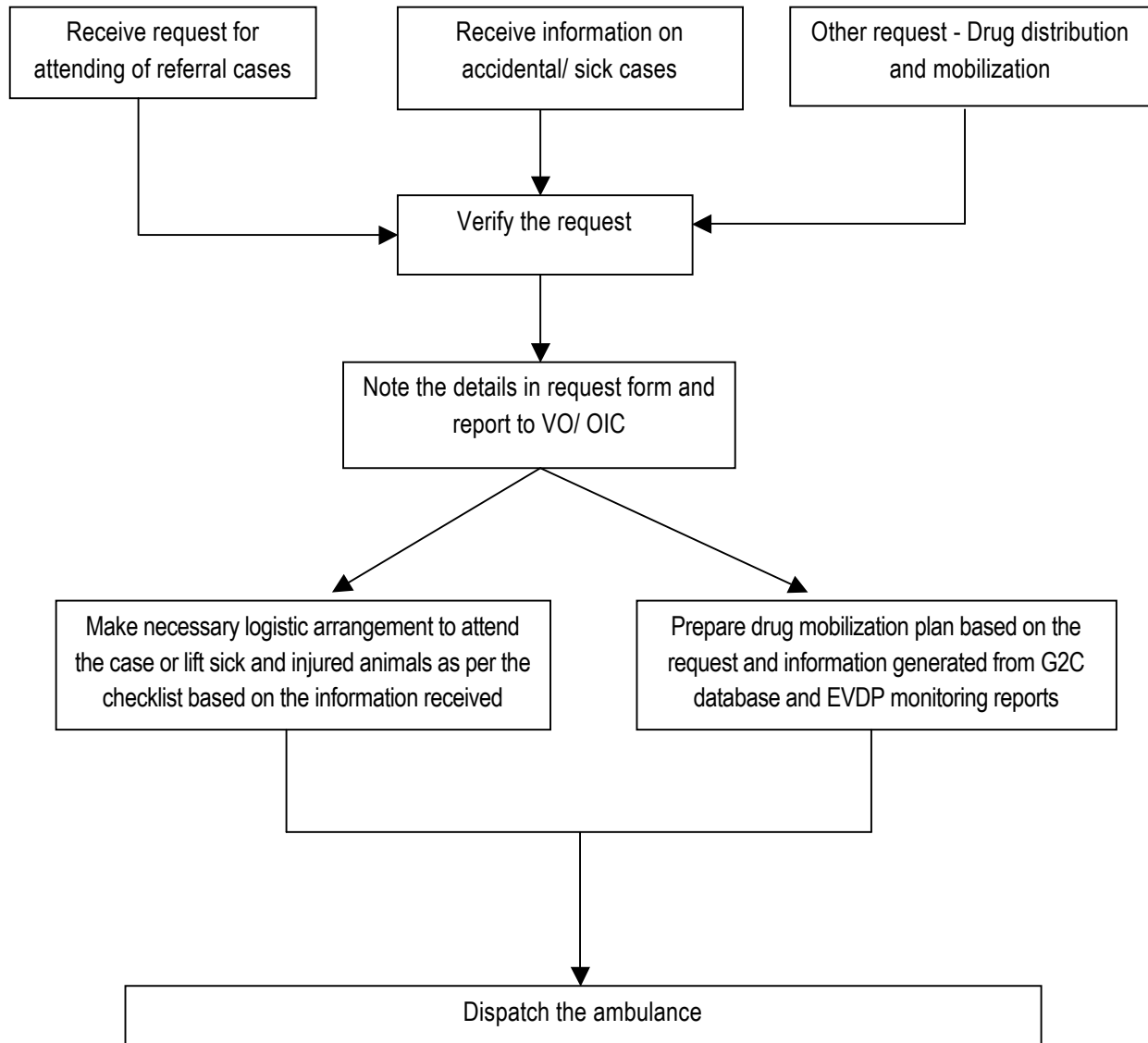
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5. Process Map in Flow Chart



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6. Procedure

6.1 Attending of referral cases

- 6.1.1 Receive request on the need to attend referral cases in the field.
- 6.1.2 Verify the request with the concerned field staff.
- 6.1.3 Record the information in the request form/ register and report to Veterinarians/ OIC.
- 6.1.4 Prepare logistic as per the checklist based on the nature of the cases to be attended. Dispatch the ambulance along with Veterinarian/ Para-veterinarian and Animal Attendant if available.
- 6.1.5 Attend the case and advise the follow-up action required to the concerned field staff.

6.2 Lifting of sick and injured animals (Applicable to small animals only)

- 6.2.1 Receive information about the injured or sick animals from public or owners.
- 6.2.2 Verify the request with the concerned people/ owner.
- 6.2.3 Record the information in the request form/ register and report to Veterinarians/ OIC.
- 6.2.4 Prepare logistic as per the checklist based on information received from public/ owner.
- 6.2.5 Dispatch the ambulance along with Para-veterinarian and Animal Attendant if available.
- 6.2.6 Lift the sick or injured animals from the site.
- 6.2.7 Attend the case following the SOP for attending of emergency cases.


6.3 Drug mobilization and distribution

- 6.3.1 Receive request for emergency drug supply and mobilization of drugs nearing expiry.
- 6.3.2 Verify the request with the concerned staff and EVDP focal person.
- 6.3.3 Record the information in the request form/ register and report to Veterinarians/ OIC.
- 6.3.4 Prepare drug mobilization plan based on the request and information generated from G2C database and EVDP monitoring reports.
- 6.3.5 Dispatch the ambulance along with Para-veterinarian for emergency/ adhoc distribution and internal mobilization of those drugs nearing expiry.
- 6.3.6 Distribute and mobilize drugs and record the details in stock register and G2C database.

7. Related Forms or Work Instructions

- 7.1 Deworming schedule.
- 7.2 Ambulance Request Form.
- 7.3 SOP for emergency cases.
- 7.4 SOP for treatment of farm animals.
- 7.5 SOP for surgery of farm animals.
- 7.6 SOP for storage and management of medicines, non-drug items and equipment.

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7.7 SOP for treatment of pets.
7.8 SOP for surgery of pets.
7.9 SOP for consultation.
7.10 SOP for customer care.
7.11 SOP for referral case.

8. References
4.21 SOP on SOP format – Drug Regulatory Authority, Thimphu.

Request form for Ambulance services

Date _____ Time _____

Caller Name: _____

Address/Place of pick up: _____

Patient Details

Species _____ Breed _____ Age _____ Sex _____

Complaint _____

Authorized by: _____

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