



# PAW HEALTH NETWORK, INC.

## Patient Separation

## Why Am I Being Separated From My Patient?

### Patient Safety & Security

PAW Health Network's ultimate goal is to ensure that we are able to serve our patients during their visit. When we take your patient into our treatment area, they are surrounded by staff that are trained and experienced in animal handling, which allows us to ensure that your pet is safe during the entire course of their visit.

### Initial Exam

Every single patient that comes to PAW Health Network, regardless of the reason for their visit, begins with the same protocol of having an initial examination performed. This examination, which includes the acquisition of your pet's temperature, heart rate and respiratory rate, as well as a brief physical exam, allows us to understand the current health status of your pet, and allows us to provide services and treatments accordingly.

### Accessibility to Care

When your patient is in our treatment area, they have access to immediate care. This is a critical element of our process for two reasons. Firstly, we are able to monitor and treat critical patients much more effectively during their visit. The second reason is for operational efficiency. We understand that at times, our wait times become extended, and your patient's accessibility to care is key to minimizing your time here with them.

### Alarm System

Primarily in canine patients, when they come with trained staff into our treatment area, their alarm system (which is triggered by being in the company of their caregiver), is brought down. Coming to the vet can be a stressful experience for a patient, but allowing them to experience their visit without feeling as though they have to protect their caregiver at the same time, makes their visit much less stressful and allows them to relax. This ultimately leads to a higher level of patient care.

### Contagion Isolation

At times, patients can carry contagious symptoms that are not always known to be contagious by their caregiver. By bringing your patient into our treatment area immediately, we are able to perform an initial examination to determine if the patient is showing signs of contagious symptoms and ensure that those symptoms are not spread to other patients.

### Allergen Isolation

Some caregivers have allergies to specific allergens and danders of different species and breeds of pets. When all of our patients are in our treatment area, caregiver exposure to these allergens is much more limited and safer for our caregivers.

### Cleanliness

Some of our patients have accidents while they are in our care. When they are with the staff in our treatment area, we are able to clean these events in an efficient manner, as well being able to limit our caregivers to any potential unpleasant sights and smells.