§[01] 01 – PHONE COMMUNICATIONS

§[01] 01.01 – PHONE SCRIPT & TALK PATH POINTS

*The purpose of providing this script/phone talk path is to be used as an example when necessary. You do not have to use this exact script or use this exact order but you **must hit all necessary talk path points** with caregivers. See below.*

We operate similar to an emergency or walk-in, meaning **we see based on patient severity & operate based on our triage order**. This means that regardless of arrival time, we see our most critical patients first and work down our triage order from there. When you arrive to the clinic bring your patient in through the main entrance. We will take your patient back to the treatment center, **meaning you will be separated when you arrive**. This will allow us to start with **an initial exam & evaluation** with the medical staff & veterinarian. Your patient will be seen right away by medical staff, have their initial evaluation and we will take their vitals.

From there we will have you fill out check-in paperwork and wait to consult with the vet. Just so you know, **the initial cost for an exam & consult with a vet here is $75**, and then the veterinarian will talk with you at the consultation **for any further recommendations for treatment & care on top of that**. You will be provided with a cost estimate for any further recommendations for care before moving forward. Just to be aware, **payment is due in full at the time of service** for any & all services provided today.

At any point that you bring your patient in to be seen there will be a wait, because we almost always have patient cases in triage process. **Our current patient case load is ___. Your wait is dependent on how extensive the cases are, what other caregivers elect for care and the stability of all our patients in-clinic**.

TALK PATH POINTS

GIVE:
Triage Order
Patient Separation
Initial Exam & Consult Plus Cost
Further Treatment & Care
Payment Due at Time of Service
Current Patient Case Load

GET:
Arrival Time
Caregiver Name
Patient Name
Species & Breed
Patient Age
Presenting Complaint