

General Consult

The Nurse will –

- Greet the client; identify who they are and that they will be responsible for all aspects of their care during the consult.
- They will review the notes prior to the consult to identify if worming, vacc, etc are also required within this consult.
- They will confirm with the O the contact details and also ensure the animal details/chip # etc are correct

Using the co-consult notes template, they will -

- Take the weight and record
- Talk to O – Ask 3 questions to build rapport with the client, engage with the pet.
- Check if any changes, any meds changed, diet changes – note these
- Check if UTD with worming/vacc/ heartworm, nexgard spectra, food refills, meds refills, 4 cyte, etc
- Discuss with client the reason for the consult and note this.
 - Ask – what is the issue
 - How long has it been going on
 - What has the O done about it
- Page the Vet – continue to engage with the client while waiting for the Vet (have you heard about?)
- When Vet arrives, inform them of the clients reason for the consult; also inform the Vet of any issues you have noted.
- While the Vet does the examination, take notes.
- The Vet will give a diagnosis/treatment plan – record this and organise the medication/merchandise (including worming etc).
- Book the client in for any next appointments
- Escort them to reception, give them medication/merchandise, with instructions for use, and hand over to reception for payment OR transfer them to the consult nurse, who will dispense and explain medication