



# Portfolio example of a Cat Friendly Practice

Hereby you find a portfolio example of a Cat Friendly Practice. This portfolio belongs to Dierenkliniek Hoogveld, a Small Animal Clinic in Echt.



Dierenkliniek Hoogveld is a Veterinary clinic which predominantly treats small animals. A small portion consist of cattle and horses which are mainly treated at location. The small animal clinic consists of three locations: the head location being in Echt, another fairly large clinic in Roermond and a small clinic in Herten. The total practice houses 7 small animal veterinarians and approximately 15 to 20 nurses and staff members.

This portfolio mainly concentrates on the head location in Echt. This is the location where the most animals/cats are treated, houses the most veterinarians and also has the most extensive hospitalization facilities. The other two clinics will also participate in the build up of a cat friendly practice in a way which is more suitable for that particular location.



All veterinarians have their own subject/specialization of interest. This makes that we cover a lot of knowledge and possibilities on all kinds of veterinary subjects such as: cardiology, internal medicine, orthopedics, dermatology, ophthalmology etc.

## Staff training, continuing development and clinical governance

- All veterinarians undertake multiple relevant continuing professional developments for at least 40 hours a year. Certificates are documented in the clinic. In the Netherlands we have an organization which keeps track on continuing education points, VAK. All nurses undertake continuing education for at least 15 hours a year.
- Suitable up to date reference materials are available in the form of:
  - Books (Feline internal medicine, Small Animal internal Medicine, Small Animal surgery, etc).
  - Internet sites (ivis.org, [www.rhp.nu](http://www.rhp.nu), ifsm-website).
  - Documentation of continuing education notes and documents.
- The practice is registered as a ISFM practice member.
- 4 times a year there is a general discussion with the veterinarians about patients, protocols, etc. 4 times a year there is a conference with all staff members. Furthermore there is always room for discussion about patients with colleagues.

## Handling of cat and cat clients within the clinic

- The Cat Friendly Handling Guidelines are available by computer for every employee of the practice. During discussions we highlight these guidelines to get everybody's attention on points of interest. There are also a few nurses who specifically take continuing education and keep an eye on important feline topics and make sure everybody is using the guidelines of feline friendly practice.

## Client communications

- There is an effective means of communicating with most of our clients who attend the clinic.
- Client communication consists not only of communication on the telephone or at the counter. There are all kinds of other forms of communication with clients for example:
  - Website : [www.dierenkliniekecht.nl](http://www.dierenkliniekecht.nl)  
On the website people can find practical information, information about diseases, information about preventive healthcare and information about diagnostics and procedures.
  - Monthly newsletter on currently hot topics by email or on paper at the counter.
  - Client information brochures.



- Clients are aware of who is involved with the care of cats in the clinic. This information is displayed on the website ([www.dierenkliniekecht.nl/medewerkers](http://www.dierenkliniekecht.nl/medewerkers)) and also in the waiting room.
- There is one veterinarian (Drs. Renée van de Ven) and one nurse (Mrs. Jans Cox) which are Cat Advocates. This is also indicated on the messageboard in the waiting room.
- For recording and considering client complaints there are complaint forms available at the front desk. Every complaint will be carefully discussed within our team or with the involved persons.
- Relevant feline-related information is readily available for clients, including:
  - The Cat Friendly Clinic Brochure (is in the waiting room).
  - Transporting a cat to and from the clinic.
  - Medicating a cat.
  - Other brochures.
  - Printed information on diseases.
  - Information on the website.
- 24-hour emergency cover is available. Clients who call us after closing hours get our emergency vet on the phone. Care is always available.
- Charges are discussed with clients and updated when necessary. Options for investigation and treatment are discussed. Written estimates on request.
- Itemized invoiced are available.
- There is information available about procedures like euthanasia, final destination etc.



### **Veterinary clinic premises**

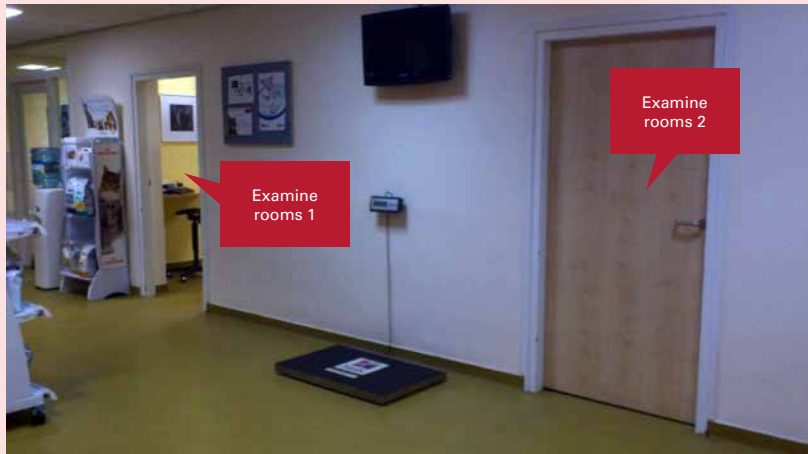
- The clinic is readily accessible, free from excessive noise, and well maintained.
- The premises are:
  - In good decorative orders.
  - Have no offensive odors.
  - Have an adequate lightning.
  - Have an adequate ventilation.
  - Clean and hygienic.

### **Waiting room and reception area**

- The waiting room is of sufficient size, and has a sufficient number of seats for clients to accommodate the normal caseload of the clinic and is free of excessive noise.
- The waiting room is a "cat only" waiting room. It is physically separated from the dog waiting room.
- On the other locations (which are smaller) we have "cat only appointment times" every day between 13.30 and 15.00.
- In the cat waiting room there are raised surfaces (easy cleanable) to put on the carriers. Cats cannot have face contact. There are far enough from the floor. Towels and felipay are available to cover the cage and calm the cats.
- The cat waiting room is in front of 2 examine rooms to minimize the contact with other animals such as dogs.



The reception area. Client and Patient come in and will be helped as soon as possible by our receptionist. The cat and client will be directed to the left side where the cat waiting room is situated. Dogs go to the right.





## Consulting Rooms

- The consulting rooms:
  - Are clean and hygienic.
  - Have adequate light and ventilation.
  - Have a floor and tablet constructed of materials which allow thorough cleaning and disinfection.
- The number of consulting rooms are sufficient for the normal caseload of the clinic and:
  - Have enough space for the veterinarian, clients, cat(s) and nurse.
  - Allows complete closure for privacy and for safety.

There is one room primarily in use for feline consultations. But a second room (examine room 2) is also available if needed.
- All examine rooms can be darkened to allow a full ophthalmological examination.
- Ready access is available to essential equipment including:
  - Stethoscope
  - Otoscope (auriscope)
  - Ophthalmoscope
  - Thermometer
  - Weighing scale
  - Nail clippers, flea combs, pincets, fluorescine etc
- Within the consulting area, ready access is available to:
  - Showing radiographs. With our digital x-ray system we can send radiographs to all computers in the building to show the client.
  - A special small weighing scale is available in the consulting room.
- A blood pressure monitor (Doppler) is also available.
- To minimize stress cats are allowed to acclimatize to the consulting room while the veterinarian is doing the anamnesis. Minimum length of vaccination consults is 10 minutes. Consults for medical problems are 20 minutes or longer.
- Hands and equipment can be washed/disinfected in the consulting room between patients.



## Clinical records

- Complete records contain the following information:
  - Owner (name, address, contact etc)
  - Patient name and identification
  - Species
  - Sex
  - Age
  - Breed
  - Color
  - Weight
  - BCS
  - Dates of examination
  - Investigations and treatments
  - Clinical information
  - Vaccinations
  - Drug reactions
  - Clinical problems
  - Prescriptions of medications dispensed / administered
  - Referrals
  - Laboratory reports
  - Consent forms
  - Fee estimates

## Hospitalization facilities

- Facilities available for hospitalizing cats.
- Dogs and cats are completely separated. The door of the cat ward can be closed.
- Cages are composed of non-permeable material with a solid floor.
- Size of hospital cages for day patients is 70 x 55 x 54.
- Size of hospital cages for longer stay patients is 85 x 55 x 54.
- Hospitalization cages are of good condition and a sufficient number for the clinical work load, secure and escape proof.
- There is appropriate lighting, ventilation and temperature control.





- Adjacent cages have solid barriers in between them. Cages are not facing each other.
- Litter trays are routinely provided with a variety of choice in litter types.
- Comfortable soft bedding is used for all hospitalized patients (blankets, bags, cribs etc).
- Washing and disinfecting facilities are available in the in-patient area.
- The facilities for washing and disinfection of food and water bowls is separate from the litter trays.
- The food storage and preparation area is separate from the washing/disinfection facilities.
- There are facilities for cooking and refrigeration of foods. There is a variety of appropriate foods (hills, royal canine) available and also different types of food bowls.
- There is a variety of cat toys available for hospitalized cats.



- All hospitalized animals have sheets recording basic husbandry parameters. With vital signs, treatments, food and water intake, urine and feces output, clinical signs, weight. Apart from this everything is recorded in de patient data in the computer.
- All cats are positively identified when they come in with patient charts and microchip if the cat has a microchip.

- To maintain body temperature we use heat mats (electric), warm water bottles, snuggle safe, blowers.
- If needed we can transform a hospitalization cage into an oxygen cage for dyspnoeic patients.
- We also have an incubator to combine oxygen with warmth and humidity if needed.
- There are facilities available for appropriate bathing, grooming, and drying of hospitalized cats.
- There is frequent and appropriate checking of all hospitalized cats. At least 2 times daily but more if needed.
- Equipment, procedures and cleaning/disinfection protocols for in-patients and in-patient areas ensure the risk of cross-contamination is minimized.
- Owners are informed about the level of overnight supervision of their cat.
- There is a minimum of 2 daily recorded examinations of every in-patient by a veterinarian.
- A range of IV fluids, suitable administration sets, catheters in appropriate size for feline patients are available. There are also fluid pumps, and syringe drivers.
- There is an ability to isolate an infectious cat from all other patients. There is a written protocol on how to manage these cases. (How to isolate them, care of cases, hygiene etc.).





## Operating theatre and anesthesia

- There is an operating theatre available for conduct of sterile surgery at all times. It is not a consultation room. The operating theatre:
  - Only contains equipment for surgical procedures.
  - Is easily cleaned and disinfected.
  - Has properly lightning for surgical procedures.
  - Has an operating table constructed of non-permeable material that is easily cleaned and disinfected.
  - Patients are prepared in de pre-op area.
  - There is a written procedure for cleaning and disinfection.
  - Has scrub facilities separate from cleaning facilities.
  - Has a means for displaying radiographs.
- There is appropriate equipment available to induce and maintain general anesthesia in a range of feline patients, including kittens (this includes equipment to administer oxygen and equipment to provide resuscitation).
- The following anesthesia equipment is present:
  - Equipment to maintain body temperature.
  - Range of sizes endotracheal tubes.
  - Suitable feline laryngoscope en topical anesthetics for the larynx.
  - Vaporizer is temperature compensated.
  - Pulse oxymetry.
  - ECG (esophageal).
  - Esophageal temperature measurement.
  - CO<sub>2</sub> capnogram.
  - Blood pressure measurement.
  - Automatic ventilator.
- During the anesthesia the patient is monitored and contain:
  - Date
  - Patient identification
  - Patient weight
  - Personnel involved
  - Induction agent
  - Maintenance agent
  - Duration
  - Procedure
  - Vital signs
  - Any complications
- An adequate post anesthetic monitoring is carried out by the nurses.





### Surgical equipment

- Suitable cleaning facilities are available for surgical equipment and instruments including sterilization.
- Appropriate sterilization indicators are used. Sterile packs are dated.
- Equipment for sterilization is regularly serviced.
- Sterile gloves and sterile disposable gowns are available.
- A range of surgical packs, sutures and sterile instruments are available.
- A broad range of orthopedic, laparoscopic and thoracic surgery is also available.



- For dental treatment a selection of scalers, curettes, periodontal probes, elevators and/or luxators suitable for feline use are available. Protective equipment for dentals include aprons, masks, goggles and disposable gloves.
- Proper dental records are maintained in the computer and given to the owner.
- Facilities are available to mechanically scale and polish teeth, to section teeth and to perform extractions. Suitable cooling water is available.
- For dental radiography we use the normal x-ray equipment.
- No surgical operations for the purpose of modifying the appearance of a cat are not carried out.

### **Diagnostic imaging**

- Diagnostic quality radiography equipment is available with a range of cassettes.
- There is a sufficient provision for non-human restraint of cats in case needed (sedation, wedges, sandbags etc).
- A record of all radiograph exposures is kept (personnel is wearing a badge).
- Patient records of radiographs include:
  - Date
  - Patient identification
  - Area exposed
  - Exposure factors
  - Type of film
  - Quality of radiograph
  - Name of the veterinarian
- The x-ray machine is regularly serviced and maintained.
- Appropriate protective equipment is provided.
- Suitable film processing equipment is maintained when necessary.
- Ultrasound equipment is available at the clinic.



## Laboratory facilities

- The clinic has laboratory equipment which includes:
  - Clinical microscope.
  - Facilities to prepare blood smears and smears of fluids.
  - Facilities and expertise to do cytology.
  - Measurement of blood glucose.
  - Measurement of Urea, creatinine, AF, ALT, GGT, bile acids, TP, Albumin, white blood cells, thrombocytes, calcium, phosphate, T4, cortisol, Na, K, Cl, Hco3, etc.
  - Measurement of urine specific gravity and basic urine chemistry.
  - Refractometer for use with urine and serum.
  - Centrifuge to separate blood, sediment and measure PCV.
  - For other diagnostic we contact Vet Med Lab (Idexx) in Germany.
  - FIV/FelV, Panleukopenia, FPLI, bile acids and giardia snap tests.
- All laboratory procedures are written down and is undertaken by trained personnel in a special area.
- Post mortems are send to a pathologist.



## Medicinal procedures

- The clinic notifies adverse drug reactions and reports them to the appropriate authorities.
- Medicines are stored in a clean and tidy location according to manufacturer's recommendations.
- Medicines are labeled with the date they are opened.
- Accurate records of all medicines received and supplied are kept.
- Out of date drugs are disposed of appropriately.
- Controlled drugs are stored and recorded according to statutory requirements.
- Medicines are prescribed and dispensed according to current guidelines / regulations.
- We have access to the poison information center if needed 24/7.

## Health and safety

- Regulations regarding scavenging monitoring of waste anesthetic gases are available.
- Regulations relating to use of ionizing radiation are available.
- Regulations regarding the storage and use of hazardous chemicals are available.

## Complying with legal requirements

- Regulations relating to data protection are available.
- Regulations relating to employment are available.
- Regulations regarding the purchase, storage, dispensing of medicines are available.

### Dankwoord MSD Animal Health

Alle teksten en beelden in dit document behoren toe aan Dierenkliniek Hoogveld uit Echt en zijn letterlijk overgenomen uit hun praktijkportfolio. MSD Animal Health is Dierenkliniek Hoogveld zeer erkentelijk voor het delen van dit portfolio!