



# Expertise, Compassion, and Care.

# ANGELL DIRECT CONNECT PROGRAM

Emergency Phone: 617-522-5272 Emergency Fax: 617-989-1633 Waltham Phone: 781-902-8400 Waltham Fax: 781-622-1410 emergency@angell.org angell.org/emergency

# AFTER-HOURS CALL SERVICE

We are pleased to offer our Angell Direct Connect after-hours call service to select referring partners. This free service expedites your clients' ability to reach a live operator during an emergency and promptly provides you with call information to keep you informed of your patients' needs. To sign up for this program, please call Mary Grace at **617-541-5181**.

# MECHANICS OF THE PROGRAM

As a referring hospital, one of your first steps will be to change your after-hours greeting message on your phone to say "if you have an emergency, press # and you will be connected to Angell Animal Medical Center." Information that Angell will collect and provide back to you includes:

- 🤊 Date and time of phone call
- 🥱 Client name and patient name
- 🤊 Client phone number
- 🤊 Reason for call
- Resolution (advised immediate visit, status unclear and left decision to owner, or advised follow-up with primary care veterinarian when open)

# **BENEFITS OF THE PROGRAM**

This program enables better service for both you and your clients in the following ways:

- Client does not need to hang up the phone after receiving the voice message at your practice; instead, they can just press a number and connect to Angell.
- Dive person answers the phone to immediately assist your client.
- The reporting information we provide to you, the referring doctor, allows you to preemptively reach out to your client the following day.
- The information will provide you with statistics regarding afterhours call volume for your practice and demand for services.

## **OTHER REQUIREMENTS**

- You will need to request the call forwarding option via your phone carrier.
- Please provide us with your operating hours so that we know when to record calls in the call log.
- We will need your fax number to ensure prompt delivery of your daily call reports.

# EMERGENCIES AT ANGELL ANIMAL MEDICAL CENTER

To help you and your clients identify when an animal is experiencing an emergency after hours, Angell has created the following guide. We welcome your calls if you have any questions or concerns.

## CATS & DOGS

- 🄊 Trouble breathing or open mouth breathing in cat
- 🥱 Collapse or weakness
- 🤊 Choking, gagging, coughing, or excessive salivation
- Severe vomiting/diarrhea or blood in vomit/diarrhea; blackcolored feces or diarrhea
- 🤊 Difficulty urinating, no urination, or blood in urine
- 🤊 Seizure or other neurologic abnormalities
  - Wobbly, unable to walk
  - · Head tilting to one side
  - If pet is being treated for known seizures, direct client to ER if more than three seizures in 24 hours or seizure lasting longer than 10 minutes
- 🔊 Known or suspected toxin exposure
- 🥱 Trauma or suspected trauma
  - · Hit by car or other force
  - Fall from height





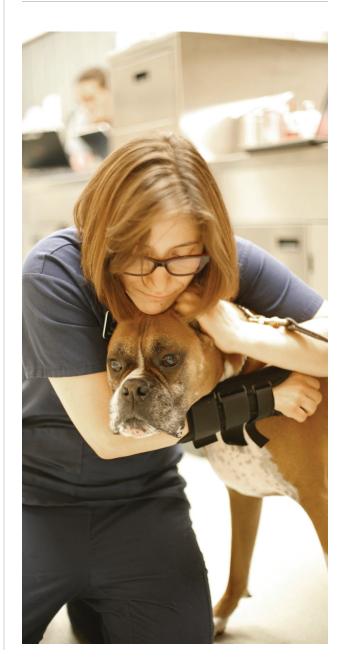
# Expertise, Compassion, and Care.

- 🤊 Eye problems/injury
  - Squinting or red eyes
  - Foreign body in or around eye
  - Sudden onset of blindness
  - Eye out of socket
  - Any bleeding from or around eye
- Wounds (or acute skin problems including rashes), including bite wounds
- 🤧 Bleeding from anywhere
- 🤊 Acute-onset limping or concern for broken bone
- 🥱 Not eating
- 🥱 In labor and
  - Time between puppy/kitten births exceeds two hours
  - Time of active contractions with no puppy/kitten produced longer than 30-45 minutes
  - Pup or kitten stuck in canal
- Shaking, whining, not acting right, or any time an owner is concerned enough to want their pet checked out through ER

# **AVIAN/EXOTICS**

- 🥱 "Fluffed up" bird
- 🤊 Difficulty breathing
- 🥱 Uncontrolled bleeding
- 🥱 Collapse
- ℜ Any bird that is egg-bound
- 🤊 Any bird sitting at bottom of cage
- 🥱 Seizure
- 🤊 Sudden inability to support a limb
- 🤊 Sudden onset of neurologic abnormalities
- 🔊 Severe wounds; lacerations, penetration of a body cavity
- 🤊 Eye damage
- 🥱 Deep skin ulceration
- 🤊 Not eating for 24+ hours
- 🤊 No defecation for 24 hours (rabbit)

- 🤊 Severe diarrhea
- 🤊 Black stool (indicative of GI bleeding)
- 🤊 Significant weakness/lethargy
- 🤊 Persistent vomiting
- Known ingestion of any type of foreign material (Rabbits and rodents cannot vomit!)



FACEBOOK.COM/ANGELLANIMALMEDICAL FACEBOOK.COM/ANGELLREFERRING VETERINARIANS





# SAMPLE CALL LOG FOR ACME ANIMAL HOSPITAL

From 9/15/2014 to 9/16/2014

	CALL TIME	CLIENT LAST NAME	CLIENT FIRST NAME	PATIENT NAME	CONTACT #
9/15/2014 7:59 Johnson Hannah Lucy (617) 555-0000	9/15/2014 7:59	Johnson	Hannah	Lucy	(617) 555-0000

#### **REASON FOR CALL**

Lucy was hit by car moments before client called. Client was on way to Acme Animal Hospital and thought she had reached them.

#### **ADVISED**

Immediate ER visit. Client was in a panic. She said that her husband was on

his way to Acme Animal Hospital. Advised owner that Acme would be open at 8 a.m. (in one minute) and that they would take it from there.

#### RESULT

N/A: Following up with local vet.

CALL TIME	CLIENT LAST NAME	CLIENT FIRST NAME	PATIENT NAME	CONTACT #
9/15/2014 10:56	Smith	Peter	Buster	(617) 555-0000

#### **REASON FOR CALL**

States patient began limping after activity, will not put weight on hind leg.

#### **ADVISED**

Immediate ER visit. Informed owner that based on the Emergency Guidelines provided, patient should be seen through the ER. Owner stated that patient is not crying and/or wimpering so he does not believe patient has broken anything, but believes she may have a possible tear or strained muscle. States he is giving patient pain medication previously prescribed by vet at Acme and will wait to see how she does throughout the day. Reiterated that based on the guidelines, patient should be seen, but owner chose to wait for patient to be seen by primary. Told owner that if symptoms worsen, he should definitely bring patient in to be seen.

# RESULT

RESULT

No Show at Angell ER.

No Show at Angell ER.

CALL TIME	CLIENT LAST NAME	CLIENT FIRST NAME	PATIENT NAME	CONTACT #
9/15/2014 12:43	O'Connor	Janice	Rocky and Rufus	(617) 555-0000
9/15/2014 12:43	O Connor	Janice	ROCKY and Rulus	(01/) 555-0000

#### **REASON FOR CALL**

Dogs ate a bag of flower bulbs.

## **ADVISED**

Immediate ER visit. Advised that it was suspected toxin exposure and that client should call Animal Poison Control and come to Angell ER. Owner took Poison Control number and opted to monitor at home rather than visit ER.

CALL TIME	CLIENT LAST NAME	CLIENT FIRST NAME	PATIENT NAME	CONTACT #
9/15/2014 15:14	Bloom	Mike	Buster	(617) 555-0000

#### **REASON FOR CALL**

Friend's cat passed away; looking for cremation.

#### ADVISED

Situation Not Critical: Advised follow up with local vet when open. Advised that Angell does offer cremation services.

# RESULT

N/A: Following up with local vet.