



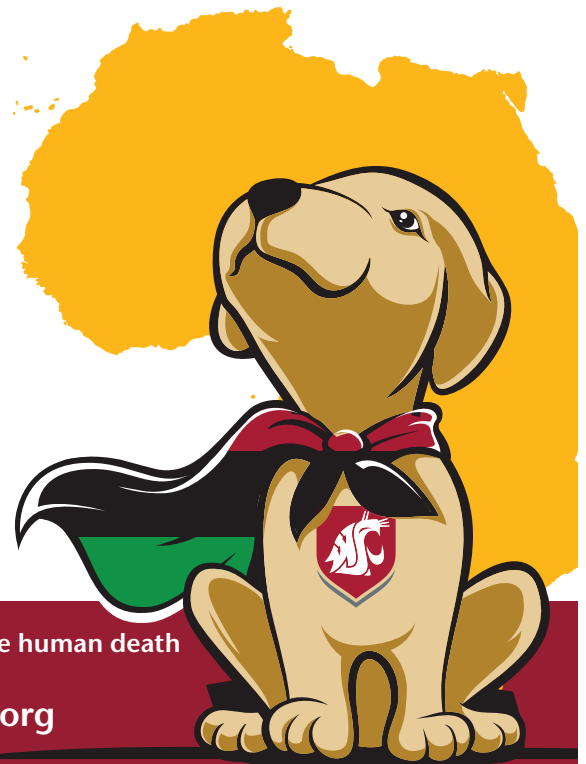
BE A RABIES HERO!

Suggestions for 15-Minute Appointments

Veterinary appointments can quickly exceed the allotted time when owners bring in pets with needs outside of basic wellness. To be successful in offering short vaccine appointments as part of a Rabies Hero vaccination clinic, consider the following suggestions. In most cases, communication is key!

- Clearly state that only healthy pets will be seen during the appointment. Have a clear way for people to make a different appointment time if their pet is unhealthy or for needs that go beyond wellness.
- Outline what services will (and will not) be provided. For example, state the animal will receive a brief exam and specific vaccines (as needed).
- Clarify that only one pet will be seen per 15-minute appointment time. When clients are making an appointment, check their file to see if there are additional animals in the home and ask if they are coming too.
- Ask the client to arrive 10 to 15 minutes early. That way if they are running late, they can still see the doctor on time and allow you to stick to the schedule.
- Consider having clients fill out forms ahead of time online with pet's health history, including previous vaccines if given elsewhere. Then a staff member can review beforehand so you don't have to waste time deciding what vaccinations are due.
- Identify how staff will be organized – particularly if the clinic is offsite. Will vet techs or assistants update charts and take vitals? Who will handle check out?
- Identify how staff will be organized – particularly if the clinic is offsite. Consider how the flow will work to maintain social distancing and ensure the use of PPE.
- Consider the setting. If you're offering the clinic outside, how will your staff be handling cats outside of a carrier. If you are planning an offsite clinic, will you have enough leashes, towels or muzzles?

Veterinary hospitals should adhere to all state and local guidelines for social distancing, wearing personal protective equipment and other recommendations to limit the transmission of COVID-19.



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