

SOP's for Rescue Package and Transport from RCACP

What happens before an animal is pulled?

Most rescues will request testing of the animal prior to agreeing to take the animal. These tests will be performed by the RVSPCA and billed directly to the rescue. Since these tests are typically performed at the RVSPCA prior to ownership transfer, MVH doesn't include them in the rescue package offered to RCACP animals. If the rescue wants to have the test performed at MVH along with the rescue package for the standard fee of \$15 for a heartworm test for dogs, and \$18 for a triple test for cats.

The Rescue Coordinator for RCACP (currently Libby Carden or whoever is covering for her as needed) will ask the rescue pulling an animal if the animal will be coming to MVH for surgery and the rest of the rescue package, and if so, which location. The rescue has the option of taking the animal with them (in which case, the rescue may schedule its own appointment) or transport to MVH is available free of charge at 4 pm if the ownership transfer takes place on a Monday, Tuesday, or Wednesday before 3 pm. The transport service is available only for animals getting the rescue package, to keep the paperwork simple. If the rescue doesn't get the rescue package as described below, they can still make an appointment to take the animal to MVH and receive the volume client discount of \$6 off the surgery price.

Once the rescue has made these decisions, the Rescue Coordinator will fax to the clinic specified any medical history on the animal, the name of the rescue that took the animal, and whether or not we need to come over at 4 pm for pick up, if it is a Monday, Tuesday, or Wednesday. The Rescue Coordinator will go into Humane Solutions and create the new appointment for the animal to be picked up under the name of the rescue taking the animal. The ownership transfer of the animal must happen prior to the transport taking place. If the rescue is not in Humane Solutions as a client, the Rescue Coordinator will contact MVH to have it added.

How is transport provided?

In the event that transport to MVH is requested, the person receiving the fax from RCACP (typically Lynda-Sue, the Practice Manager) will designate someone at MVH to take the transport van to RCACP and pick up the animal at 4 pm. This will usually be done in conjunction with pick-ups made at the RVSPCA.

The transport truck will arrive at the front of the RCACP building at 4 pm. The transport truck will be equipped with crates necessary to transport the animals, since the rescue animals will not be returned to RCACP and crates to be returned would just be an extra trip. It is the responsibility of the Practice Manager of MVH to ensure the proper crate size is imparted to the driver of the van.

No paperwork is necessary to be sent with the animal. If there are multiple animals on the transport, the crates will be marked so the animals can be identified.

What services will be provided for these animals?

Based on the medical history of the animal, each animal will receive vaccinations and other services as outlined below. This will get the animal as up to date as possible on these vaccinations and other services, as well as being sterilized and medicated for pain management. All of these services are included in the price of the rescue package, currently \$96 for dogs and \$88 for cats. No reduction will be made in the price of the package for services that are not needed.

Service	Criteria based on medical history
Bordetella vaccine for dogs	No prior record of vaccine being given in last 12 months
DHPP/FVRCP vaccines	No prior record or First dose given more than 3 weeks ago
Topical Flea Treatment	No record of flea treatment being applied within the last 30 days
Microchip	No prior record of the animal having a current microchip
Rabies vaccine	No prior record of vaccine being given in last 12 months

When the animal has gone to MVH by transport, when can these animals be picked up?

The pick-up schedule is shown below. If the animal will not be ready at the time designated below, the rescue will be notified the day before, and a new day/time established. This may be due to medical reasons, overbooking at MVH, or MVH in Roanoke being closed and the surgery being performed at the Christiansburg clinic.

Picked Up at RCACP by MVH On	Surgery Performed On	Picked up at MVH by Rescue On
Monday at 4:00 pm	Tuesday	Wednesday at 7:15 am
Tuesday at 4:00 pm	Wednesday	Thursday at 7:15 am
Wednesday at 4:00 pm	Thursday	Friday at 8:30 am