

STANDARDS OF CARE

What are standards of care? Standards of care are defined as a set of benchmarks in a medical operation that defines the quality with which the patients and clients receive. The term standards of care is a universal term that spans dentists, human doctors, and veterinary doctors. The standards of care themselves may vary from practice to practice and hospital to hospital.

THE STANDARDS OF CARE AT THE ANIMAL CENTER

Our standards of care are defined in four categories: people, facilities, equipment, and medicine.

PEOPLE

People are listed first in our standards of care definition because by far this category is the most important. When it comes to the team of people involved they need to care, communicate, coordinate, and work competently in order to achieve the best outcome. CARING for both the people and the animals at The Animal Center is our entire staff's NUMBER ONE PRIORITY. Caring starts with the office staff. We believe a live and caring person rather than a computerized reception system is essential. When people have problems, the office staff WILL find an answer. Our entire staff, office people, doctors, and technicians, feel responsible for the outcome of patient treatment and not just treatment process. COMMUNICATION throughout the hospital is the tool with which success is achieved. When animals need our help, it is our mission to make sure owners understand exactly what the diagnostic and treatment plans are in each unique case through education. Monetary issues are also discussed and written down so the correct decisions can be made during the treatment process to fit within the owner's budget. COORDINATION is achieved by rounding twice a day with the entire staff to review and discuss patient care and future plans. Multiple client calls, reminders, and patient progress exams also help insure good medical care in the hospital and at home. COMPETENCY is key to good medical outcomes. Our doctors attend three times the amount of state required surgical and medical continuing education yearly. Our support staff also spends time in professional and medical education meetings both in house and out. We strive to offer 21st century cutting edge medicine for our patients and clients.

FACILITIES

Second only to the people are the facility's hygiene and maintenance standards. The Animal Center's building was first built in 1980 and is constantly maintained for its lifespan to be a clean, safe, and ODOR FREE environment. The staff works tirelessly to keep the building and equipment in a manner consistent with a human hospital. Night staff works multiple times weekly to deep clean and wax floors. Daily tours are offered to make sure clients and patients are comfortable with the conditions of care.

EQUIPMENT

The medical equipment condition and availability can make the difference between life and death. All of our equipment is maintained with the same level of prejudice as our facilities in order to ensure safe and effective working order. Our equipment is also cleaned and sterilized in an autoclave to prevent disease transmission and nosocomial infections. The types of equipment we have available for diagnosis and

treatment is state of the art. Some of this equipment includes digital xray, ultrasound, cold laser, video otoscopes, blood and urine analyzers, anesthetic monitors, electrocautery, and much more.


MEDICINE

Last but not least are the medicines we use. In today's world there are many types of medicines and many places to get it. We offer an in house pharmacy that is stocked with current drugs from reputable distributors. We enforce a strict quality control for the treatment of the vaccine and drugs we receive, handle, and dispense. Careful scrutiny is used when considering treatments and prescriptions in order to practice evidence based scientific medicine. Therapeutic outcomes are weighed against possible side effects and contraindications for optimum treatment.

SUMMATION

Thank you for taking the time to read this article. We hope it is obvious we take great pride in the work that we do and the services we provide. We offer personal tours of our hospital because we like to showcase our standard of care. We strive to offer 21st century medicine from people who care.

Professionally,



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