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www.alpineequine.net

AEH Internship Orientation Manual

Introduction:

Alpine Equine Hospital welcomes you to your internship!! We have put together some guidelines in this orientation booklet to provide you with the information you will need during your internship. We will work with you to make the year both an educational and enjoyable experience.

Alpine Equine's Mission:

We are passionate about the relationship between horse and rider and work to deliver on a commitment of excellence in veterinary care and communication through a dedicated infrastructure and team focused solely on horses and livestock.

Vision Statement

We are a fully engaged team serving and celebrating the special bond between horse and rider. At the core of our operation is the value of our services, continual improvement and life balance.

Core Values

- Compassion
- Integrity
- Respect
- Trust
- Honesty

Hospital Philosophy

Our philosophy of veterinary practice is to combine and integrate the values we feel important in our lives with our daily work. This would include treating our clients, staff and patients with the compassion and respect that we would appreciate from others. Likewise, we wish to deliver the highest quality of medical and surgical care we can, both to help the client/patient who have come to us and also to enhance our own satisfaction in our profession. At the end of the day we hope we have delivered our services with respect for both horse and rider at a level of service that we can be proud of.

To achieve our mission, we pledge to:

- To honor our patient's quality of life as our highest priority in decision making.
- Communicate clearly with clients and coworkers, respecting individual and practical concerns.
- Combine our talents and energies to create an effective team of dedicated individuals.



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- Collaborate with colleagues to optimize health care for our patients.
- Provide domestic Equine health education for our community

In fulfilling our mission, we will:

- Exceed client and coworker expectations whenever we can
- Emphasize the need for personal balance as well as professional growth.
- Allocate our resources – people, finances, property, supplies and time – with efficiency, care and respect.
- Remember that our most valuable resource is our people.

Our Expectations of the Intern

We expect our interns to conduct themselves in a professional and courteous manner when communicating with clients and staff throughout their entire intern year. Please maintain clean professional attire and appearance when on duty. Be available for duties at the hospital each workday morning no later than 730am. If patients are hospitalized and need attention, coordination with the primary care veterinarian for a care plan should be performed so early AM treatments can be performed before the necessary prior to the scheduled appt for the day. When on after-hours emergency duty, always be available by cell phone to respond to calls within 10 minutes of receipt of the text or phone call from the client or other primary on call veterinarian. Prior arrangements with Dr Maker should be made for any special circumstances that may affect your ability to respond to any emergency in a timely manner.

After hours emergency duty will be borne by the intern; staff doctors will provide secondary backup coverage or simultaneous coverage as the intern's skill set develops and as cases dictate (we do share on-call duties with other local veterinarians). They will also be scheduled an average of 4 ½ week days/week as outlined in the veterinary intern contract for regular clinical duties. Please arrange personal and vacation leave in advance with Dr Maker. This needs to be done in written format, specifically stating the dates of the proposed absence. Time off for continuing education training will be considered independent of paid leave, and also must be planned 60 days in advance with request for CE reimbursement made in writing to bookkeeping within 14 days. Approval for CE reimbursement is at the discretion of the employer.

Please be sure to fill out the appropriate employment records on or before your first day of work. These include, but are not limited to, W-4 and I-9 forms. Please provide a copy of your driver's license, social security card and Colorado veterinary license. You are required to have a valid good standing driver's license to operate practice vehicles. Please fill out the appropriate AVMA-PLIT insurance application Plan for malpractice coverage and license defense coverage and submit to the practice manager for payment or reimbursement if you have purchased this policy already. Salary dispersal will be



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made according to the employee policy manual. Business vehicle and horse trailer use is restricted to ambulatory business mileage.

IMPORTANT: Please be sure to clean up vet truck, work areas, equipment and instruments immediately following procedures. We ask you please respect our facility. When caring for hospitalized patients, please participate in their cleaning and grooming on a regular basis. Patients should always be clean and presentable to their owners and groomed once per day. Patient and facility cleanliness is a reflection on patient care and our high standard of care. The hospital intern is responsible for making sure assigned patients are ready for discharge. All stalls and isolation ward must be cleaned immediately upon patient discharge – therefore patients should be discharged at an appropriate time to allow for appropriate clean up (ie - you don't want to be cleaning the iso ward by yourself at 10pm). Technicians assist with these responsibilities when scheduled.

Intern Responsibilities:

The intern is a very important part of the clinical team. Excellent patient care and client satisfaction are our most important goals. Please consider the following protocols when treating patients and communicating with clients.

- **Client Communication:**

1. **Appointments** – Initially the intern will ride with/accompany other staff veterinarians to their daily appointments. Below are some ways you can aid the veterinarian you are with to be more efficient:
 - a. Cooperate with technical staff to become familiar with equipment and ensure that the equine hospital or ambulatory vehicle is stocked with any supplies needed that day.
 - b. Pack or ready any extra equipment that is needed for the day's appointments. Verify that other doctors are not assigned the same equipment by reviewing the appointment book. Be sure there is enough time allocated for what is scheduled.
 - c. Restock any missing items from Bowie boxes: tracking what is used during appointments and restocking upon return to the hospital will insure that the truck is ready to go for the next appointment/emergency. Items used during the day can be added to a
 - d. Be sure the appointment schedule printed and any other forms needed for the day (Health Certificates, prepurchase forms, etc.), as well as their clipboard.
 - e. Review the schedule and become familiar with our driving territory and call charge areas. Ensure directions/locations of appointments is known before leaving the hospital. Once you start doing large Equine appointments on your own, it is not a bad idea to plan out your driving route a day in advance. Double check your scheduled appointment



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- sheet to make sure that each appointment has an address and phone number and whether the client's account is current and not overdue.
- f. Review previous history as needed in the patient's medical record. This will facilitate clinical case discussions in the truck prior to seeing the day's appointments.
 - g. With the help of the appt desk lead, ascertain that all client account information forms are complete and on file (including a credit card). If you are running behind please alert the client and office. If in the field, call your next appointment to give them an estimated time of arrival (ETA) if you are going to be late.
 - h. Once you start taking primary large Equine emergency, you should become familiar with the list of situations and farms where you should always call your back-up for advice/assistance.
- i.
2. Calling Clients – When calling clients, always identify yourself and that you are from AEH. If you call a client to report lab work results, initial and date (ctrl D) the bottom right hand corner of the lab work form computer entry or on the appropriate lines (LRESULTS – Avimark code). Any outside lab work can then be filed in the appropriate bin to be scanned and attached into the paperless medical record system if necessary. All communications with clients must be recorded in the patient's medical record – CCOM or EMAIL are Avimark codes that are used for this purpose.
 3. Reports, letters and medical records – Every patient visit will need a LARTG be written to complete the medical record. They should be reviewed by the primary veterinarian prior to emailing it to the client. All medical records are intended to be paperless within the Avimark software system. This includes both imaging studies: x-ray and ultrasound in e-Film.
An Equine Report card (or dental sheet for dentistry) is how we perform medical records and daily recommendations/treatments to our equine clients. A report card should be generated for any Equine you examine; LARTG Report cards are not necessary if you only briefly evaluate something or are asked a quick question by a client regarding their Equine. Included on this report card should be the owner and patient information as well as a brief history, examination/procedure description, provisional diagnosis, and treatment plan. Fill in as much of the owner/patient information as possible. It is essential that the treatment plan is legible and written so that the client understands the directions. A j-peg photo will be taken of each patient's head to attach to the Avimark medical records when entering new patients seen.

Report cards and paperless medical record entries should be completed within 24 hours of exam unless follow up care is recommended within that time frame or if patient is transferring to another facility. This insures that should our clients



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call in the days following the initial visit, any staff member can evaluate the record and help the client appropriately.

Billing – Insuring that all services/inventory items are captured and appropriately charged to client is critical. The current method for Equine involves is writing everything (services/inventory items/comments) on the printed schedule so that charges can be appropriately entered upon return to the hospital. The technician enters charges and the doctor double checks them before posting to clients account – we require a stored credit card for most of our equine clients to insure payment. If farm calls include work on multiple owners' Equines, respective owners should be charged equal split farm call charge.

Any payments collected after hours are given to the technician manager to be posted on that day's transactions. We will show you where the key to the safe is kept for out of hours storage of any collected payments. Interns will also be trained on how to run a client's credit card from the front desk as that should be done at time of service (at minimum collect a credit card number that can be run the next morning).

- **Case Management:**

1. Medical Records –Instructions and expectation for how to complete medical records will be demonstrated. Problem and Diagnosis codes are utilized and posted in Avimark in addition to the written medical record. For hospitalized patients all appropriate paperwork/records should be placed on a clipboard and kept outside the patient's pen, cage or stall – hospitalization sheets must be scanned into record after patient discharge.
2. Intern Responsibilities – Every morning, all in house patients are TPR'd and daily hospitalization sheets are reviewed. These tasks are done by the technician, extern and/or intern. Unless otherwise busy with calls or emergencies, the intern should perform AM treatments. Patient care is assigned to a technician also to assist with case care. Any PM (after hours) treatments are the responsibility of the intern, specifically late-night treatments (for patients with extensive needs a team of staff will share treatment responsibility). The intern must also ensure that treatment plans are written up for each in-house patient each evening for the following day and approved by the staff veterinarian.
3. Laboratory Forms – All lab work requests are made by entering the test into the patient's medical record – this will generate a label (and accession form) that you submit with the sample to the lab. Please be sure to include any necessary history or special handling information. If there is not technician staffing the lab,



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you must prepare samples as necessary to insure sample quality (All serum samples should be spun down before putting them in the refrigerator, fecal/urine sample should be stored in the fridge until ready for handling/testing). Below is a brief description for some of the more common lab work requested. For a more thorough and complete description of sample submission and paperwork, please refer to the Technician Procedure Protocols or look in the information section of the lab test in Avimark.

- a. EIA/Coggins Vet Link AGID and Elisa– Please write all necessary information on the label – registered name, physical description, physical/barn address. Photos must be taken from the front of the horse and then the left and right side – they can be emailed to the lab computer. The form is then printed, serum labeled and placed in a Fed Ex mailer for pickup or drop off.
 - b. Equine ACTH tests – send to Cornell or Antech – Purple tops must be spun immediately and plasma drawn off and placed in freezer.
 - c. Cytology/slides – If slides are made in the field, they can be left in the lab with appropriate request label and stained for review (indicate on label any special requests/information).
 - d. Blood samples – depending on test, we are using Antech lab in Memphis for all samples sent out but occasionally use CSU and Idexx. Serum spun and all samples stored in fridge.
 - e. Samples sent to CSU Diagnostic Lab – If the sample is to be sent to the Diagnostic Lab, follow the standard protocol. If it is a biopsy sample, please fill in the history portion of the diagnostic lab form. These forms are found on the lab desktop or paper copies can be found in the small Equine lab/pharmacy area.
4. Health Certificates: Companion Equine health certificates are generated electronically via the iPad then printed for client and also attached to patient medical record. Equine health certificates can vary and requirements must be verified prior to filling out the certificate (best to know requirements prior to appointment). Work with the LA technician to ensure that forms are correctly filled out and all requirements met.
 5. Euthanasia Forms – If you are faced with the unfortunate task of euthanizing an Equine, please have the owner sign a euthanasia form prior to putting the Equine down. These forms are electronic in Avimark – EFORM. They also can be printed and signed by owner then scanned into record. We offer necropsy and cremation where desired by owners
 6. Client Handouts – A variety of handouts are available for client education. They are kept in several areas throughout the hospital and in the vet trucks. We encourage the intern to place a high value on client education. The intern will be responsible for writing articles for timely newsletters and website blogs throughout the year.

7. Letters to Referring DVMs – When patients are referred to our clinic from another veterinarian, we send a letter and discharge statement to the referring veterinarian. The veterinarian you are working with will help you complete these forms.

- **Treatment/Clinical Protocols**

1. Technician Protocols– We utilize multiple sources for our technician protocols. The Q&A in Avimark is a good source for information. Instruction books located in the LA tech office are also available. These are instruction guides for common procedures and treatments and they include what you need and why. There is also a lab protocol book that is located on the shelf above the computer in the lab – this details in house lab protocols.
2. Night Check – On nights when there are hospitalized patients, the intern will be responsible for night checks. This entails checking in on all in house patients as directed by primary veterinarian – checks for multiple patients should be planned for similar times. The amount of water, hay/grain and food consumed should be noted, as well as feces and urine production, and written in the record. The water should be refilled and the stalls/cages cleaned out. Depending on their feeding schedule, they should be given feed, supplements, etc. This is a good time to assure that treatment plans are written for the following morning.
3. Pharmacy – The Equine pharmacy has the majority of the drugs/supplies necessary for re-stocking exam and treatment area. The MSDS and OSHA safety binders are available to review. They are available for review and should be consulted if you have questions on a product. The list of hazardous drugs/chemicals is posted on the fridge in the lab. The Equine “pharmacy” is the LA technician’s office. Additional supplies for stocking the truck can be found in the LA “lab” or in the cabinets near the stocks.
 - a. In House Medications –Drugs should be charged individually (per cc or tablet, etc). If the patient has drugs specifically assigned to it or it is a drug that we would not use on another patient, the entire container/tube is charged to the client. If an in-house patient does have its own “supply,” they are kept in a labeled bin next to the patient during their hospital stay.
 - b. Stocking – Order books are kept and orders are generally placed twice a week on Tuesday and Thursdays before noon. The Equine book is in the LA tech office,
 - c. Items Mailed to Clients – Items may be special ordered and directly drop shipped to clients. Inquire with the practice manager as to how to do this and how to determine appropriate charges.
4. Externs and Students – Throughout the year, many high school and college students and vet student externs visit the clinic for practical experience. For



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safety and liability reasons, we have standards for what volunteers are allowed to do or help with based on where they are in their education. Please refer to the practice manager or senior staff veterinarian with you for details. Safety is always priority one. The intern is responsible for assisting the veterinary externs who visit/stay at the hospital. We ask that they help us ensure the loft is clean before/after an extern is visiting, touring the facility and showing them amenities available to them and creating their schedule while they are present. The practice manager will let you know at least a week in advance when a vet extern is coming to stay and put you in contact with them.

- **Miscellaneous Information**

1. Regular Working Hours – The standard equine business hours are from 8am to 5pm, Monday-Friday. These are the hours that the phones are “on.” At all other times, phone calls to the main line (379-7100) are put through to the auto attendant and phone tree and forwarded to appropriate parties (to whomever is on call). You are expected to arrive at the clinic by 7:30 am. Appointments are seen between 8am and 5pm, Monday-Friday. Refer to your contract for more details. Veterinary coverage for the local rodeo on Thursday nights in July and August is encouraged for professional development.
2. Emergency Duty –You will be on-call with back-up during the week and weekend according to the practice’s emergency schedule. Once you are clinically ready, you will gradually take primary emergency duty with autonomy and less on site back up on your assigned nights. You will always have another vet as your back-up. Feel free to call at any time, even if it’s simply to ask a question. Refer to your contract for more details.
3. Veterinarian Schedule –Your time will be split 50/50 between Alpine Animal Hospital and Alpine Equine. There may be some seasonal variation to ensure that you get an appropriate amount of exposure to each discipline. To create as much continuity as possible we will split your time by alternating weeks between large and small Equine.
4. Vacation/Continuing Education – Vacation request forms are kept on the board in the locker room. Vacation time should be requested according to the employee policy manual. All continuing education plans must also be approved by the staff veterinarians. This will be discussed with you as meetings become available. Please refer to your contract for more details.
5. DVM Meetings and Staff Meetings – Staff meetings are scheduled as needed. The purpose of these meetings are to discuss any issues/problems/new protocols, new developments, etc. It is a good time to bring up any concerns/questions you may have that involve the staff or clinic. Equine case



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rounds are every other week at 7 AM on Tuesdays. This is when doctors discuss cases, educational topics, and general business items. Additional large Equine rounds will be held as convenience and case load dictates.

6. Blog Articles – Interns are expected to write at least 1 monthly blog article to be posted on the website. Content should vary and can correspond with seasonal or other current topics. Once yearly they are asked to chair a radio show program at KDNK “ask the vet”. A client education brochure covering an appropriate topic of interest is to be done once yearly.
7. Reimbursement – If you incur expenses for CE or other approved reasons (meeting another vet to go to a call, CE, clinic errands, etc.), they must be submitted with receipts within the month for reimbursement. You will be reimbursed according to current clinic policy.
8. Time Management of the Intern - Although an intern's time will be split between small animal and Equine, patient care is the ultimate priority and may cause changes to your schedule. The intern must remain flexible at all times as many circumstances can contribute to last minute schedule changes.
9. Practice Protocols-Please review the different departmental protocols with the CVT's and practice manager. Interns will be required to spend a short portion of several days in each of the main departments during their first month in the hospital. This will allow them to understand the scheduling and billing procedures of the practice and gain important information on where needed materials can be found, as well as gain insight from the office staff. Please treat the office staff with courtesy and respect at all times.