

 COD USAMVBT - R045-F03	University of Life Sciences "King Mihai I" from Timișoara	Issuing body Department of Quality Management
	REGULATION ON THE ORGANISATION AND FUNCTIONING OF THE UNIVERSITY VETERINARY CLINICS OF THE FACULTY OF VETERINARY MEDICINE OF TIMISOARA	

Annex 3

WORKFLOW IN UNIVERSITY VETERINARY CLINICS

1. **The registration of the animal owner(s)** is done in the Reception Service, where the following documents are filled in: **consent to accept medical/operative procedures** (Decision NR.34/01.12.2012 - National Council of the College of Veterinary Surgeons); **collaboration agreement for the use of data** in clinical research programs and contracts; **agreement to the processing of personal data**, according to the legislation in force and internal USAMVBT regulations.

2. Cases will be registered in the **Clinical Activity and Clinical Research Register - Triage** and in the **Electronic Database** of the Reception Service - Triage.

3. The **preliminary clinical examination** of the patient will be carried out in the triage rooms by the veterinarian of this service together with the students on duty, the data being recorded on the **Preliminary Examination Sheet**.

4. The veterinarian in the Reception - Triage Service **will collect the registration and preliminary clinical consultation (triage) fee and issue the receipt**.

5. The owner, together with the animal, will be accompanied by the student on duty to one of the specialist clinics designated by the doctor on duty. The on-call student will present the Preliminary Examination Sheet to the doctor in the specialist clinic/service.

6. **Completion of case registration in the Clinic or Specialist Service.**

7. **Examination of the animal and preparation of the examination record.** The doctor in the specialist clinic will present the owner with the **diagnosis, treatment options** - including costs and assessment of the chances of cure (**prognosis**).

8. Drawing up and completing the owner's consent for each medical procedure the animal will undergo, including assuming the costs of these.

9. Application of **treatment, outpatient recommendations** or **admission of the animal** to the University Veterinary Hospital.

10. Issuing the white card for the payment of services provided by the clinic or specialist service.

11. **Payment by the owner of the costs** of the veterinary medical services provided to the animal is made in the Reception - Triage - Guard Service.

12. Presenting the receipt or invoice for payment of veterinary services to the clinic or specialist service.

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General scheme of patient flow in the CVU:

