

Standard Operating Procedure for Obtaining Veterinary Care of Abnormal Animals at Washington State University.

Purpose: To provide guidance and clarify expectations for requesting veterinary care of sick, injured and abnormal animals owned by WSU.

Notification: Please refer to the “*Notification Protocol for Abnormal Behavior/Conditions in Research & Teaching Animals*”. This should be posted near facility phones in all WSU animal facilities.

Normal Working Hours: Refer to #2 of the “*Notification Protocol for Abnormal Behavior/Conditions in Research & Teaching Animals*”.

After Hours (Evenings, Weekends & Holidays):

- For an urgent/emergency/critical situation –
 - Call the OCV emergency cell phone at **(509) 330-1871**.
- Or**
- Call the VTH emergency operator at **(509) 335-0711** (this is an operator that will pass the emergency information on to the on-call intern, resident or clinical veterinarian).
- When trying to reach the OCV staff another form of communication is texting:
 - For non-emergency notification of the OCV emergency cell phone, a text can be sent. Please CALL if it is a critical situation requiring a quick response by the veterinary staff. The OCV emergency phone does not have data coverage – we cannot check email or websites on this phone.
- If the call is not answered by the OCV staff or the VTH operator – leave a voicemail with information about the situation. (see #2. c. ii of the “*Notification Protocol for Abnormal Behavior/Conditions in Research & Teaching Animals*”)
 - You are not expected to stay by the phone you called from but please be aware of the following:
 - Expectations of the OCV Vet Staff on-call
 - The OCV Vet staff that is on-call are not on campus after hours. They are off-duty in their personal residences – some live in Moscow, Idaho; rural Pullman, WA; and Colfax, WA.
 - They will stay within a 35 mile radius of the Moscow/Pullman area.
 - They will stay in areas with reliable cell service, but be aware service can be spotty in rural areas.
 - They will carry the emergency phone & keep it in close proximity at all times
 - If they are attending a function where the ringer must be silenced or they are driving – the emergency cell phone will be checked frequently for missed calls, messages and texts.
 - If a call is missed - voice mail left - text received: The OCV on-call vet staff will respond to the **call-back number** within 30 minutes and leave a voice mail at that number (if voicemail is enabled on that line). If you wish to be called back at a number other than the one you called from – leave this alternate contact number in your voicemail and/or text it to the OCV vet staff.
 - If the animal needs to be examined by the OCV on-call vet staff, it may take up to 2 hours for them to reach the animal due to travel time, gathering of necessary supplies, keys, donning appropriate attire and PPE, etc.
 - Expectations of the VTH Vet Staff:
 - Interns, residents, clinical veterinarians may or may not be physically on campus after hours
 - The operator will take your information and have the clinician call you back for more information.