

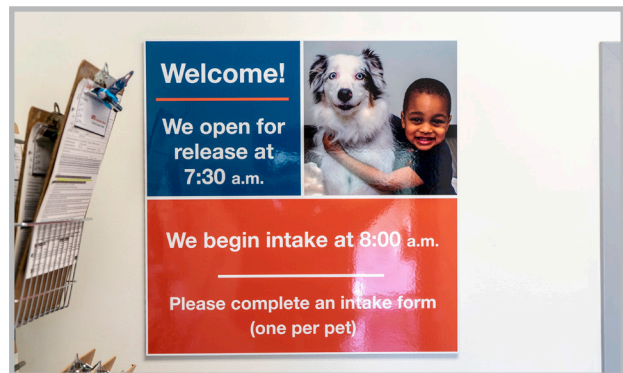
Tips for Efficient Intake at Spay/Neuter Clinics



The ASPCA Spay/Neuter Alliance has packaged fast, easy tips to help your clinic boost its efficiency during intake.

Improving overall clinic flow begins with the efficient intake of patients. A smooth beginning enhances the productivity throughout the entire patient experience.

Self-service Intake Forms



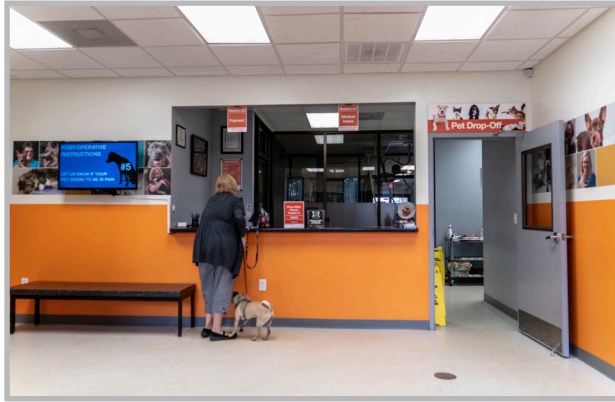
Give clients as much up-front information as possible during intake, so they can help themselves and begin completing paperwork without the need for one-on-one assistance.

Donation Requests



Soliciting for donations to subsidize services can be difficult. However, we have had success attaching individual donation slips to intake forms that mention directly helping other pets in need.

Post-operative Instructions Video



Help ensure that all clients, early or late, receive important information regarding their pet's surgery by playing a post-operative instructions video in the lobby. We offer a generic post-op video that all clinics can use in their lobby.

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Price Scanner



Eliminate mistakes and save time with an inexpensive price scanner that can scan microchip numbers directly into your software system.

Efficiency Cart



Having a stocked cart handy during intake means that staff members have often-used items in close proximity during a busy period of the day. It can also help decrease cross-contamination between patients and allow for quick clean-up of bladder or bowel accidents. Items to consider placing on the cart (according to clinics' specific needs) include:

1. Towels/blankets to pick up small pets and prevent the spread of disease
2. Pillow cases (for cats who arrive without carriers)
3. Sanitizer
4. Paper towels
5. Rubber gloves
6. One or two wet floor signs
7. Slip leads

Dental Aging Charts



Use charts with pictures to help staff members determine ages of younger patients. Dog and cat charts can be placed in the prep area where patients are being aged and weighed before surgery.

Kitty City



Elevating cats off the floor is a proven method to help reduce their stress and anxiety during intake. It puts a buffer between them and any dogs who might be in the room. Although there are no specific guidelines for how far off the floor they should be elevated, our lowest shelf is 34 inches from the floor.

Community Cat Shelving



A shelving system is an efficient and low-stress method for housing community cats in traps. Ideal shelving would support the entire trap and be constructed from a non-porous material for ease of disinfection. Papering directly under the traps will allow for urine absorption, as well as warmth.