West Virginia Board of Veterinary Medicine



Guidelines and Recommendations for Medical Record Keeping for The Small Animal Practitioner

GUIDELINES

This booklet contains recommendations made by the West Virginia Board of Veterinary Medicine "Board" for medical records. These recommendations are based on the type of information that the Board looks for and needs while reviewing complaint cases. Since the majority of complaint cases involve small animals, this booklet is mainly designed for small animal practitioners.

This booklet also includes some examples of medical records, surgical records, and anesthesia monitoring forms. You are **not** required to use these forms. You can create or purchase your own forms.

Recommendations to avoid confusion

- **Accuracy.** The Board recommends that the more you examine and document your cases the more accurate your diagnosis will be and you will be less likely to miss a problem.
- **No Physical Examination.** Should a physical examination not be performed, the Board recommends that a notation be made as to why. For example, the pet was too aggressive, or the pet was muzzled.
- Normal/Abnormal. Make sure your exam notes match your exam findings and are not just
 automatically filled in with "Normal" for each category. For example: The Heart finding was pre-filled
 as normal and a heart murmur was detected. If the exam category is automatically or intentionally
 filled in with the word "Normal", we will assume that you did examine that category and that it was
 normal, as you stated in your record.
- **Images.** All images should be retained for the same length of time as a medical record, 3 years beyond the last patient visit. The Board recommends any pictures taken of an animal are downloaded into the patient's file. For example, images of wound progress, skin lesions, before and after treatment.
- *Trailing and Leading Zeros. Medication errors are also caused by using trailing zeros and not using leading zeros when writing out doses. FDA has received adverse drug event reports involving tenfold drug overdoses occurring in people due to a written prescription either using a trailing zero or not using a leading zero. Similar errors in animals could occur.

For example, a "5 mg" dose written with the trailing zero as "5.0 mg" can be misread as "50 mg," resulting in a tenfold overdose. Similarly, a "0.5 mg" dose written without the leading zero as ".5 mg" can easily be mistaken for "5 mg," also resulting in a tenfold overdose.

These types of medication errors occur with prescriptions written for both commercially prepared drug products as well as compounded drug products.

* https://www.fda.gov/animal-veterinary/resources-you/microgram-prevention-worth-milligram-cure-preventing-medication-errors-animals

Sources for some of the recommendations:

- -FDA.gov
- -AVMA.org
- -VIN.Com (Veterinary Information Network)
- -American Animal Hospital Association-Standards-Medical Records.

Examinations

<u>Annual Examination</u> - A complete physical examination should be thorough using a consistent method every time. Perform a complete exam regardless of the presenting complaint.

<u>Brief Examination</u> - A full examination has been done within several months and the pet has presented with a new problem. Enough of an exam should be performed to determine the problem.

<u>Examination for Immunization</u> - A complete physical examination should be thorough using a consistent method every time. Immunization visits with a current VCPR can be done under general supervision of a WV licensed veterinarian with an examination to determine if the animal is healthy enough to receive a vaccine.

<u>Medical Progress or Recheck Examination</u> - A medical progress or recheck exam is meant to determine whether a previously diagnosed problem is being resolved or has been resolved. Generally used if the pet has been seen within a reasonable length of time after the initial examination. Enough of an exam should be performed to determine the problem.

<u>Spay/Neuter Clinics</u> - A complete physical examination should be thorough using a consistent method every time.

<u>Sick/Injury</u> - A complete physical examination should be thorough using a consistent method every time. Perform a complete exam regardless of the presenting complaint.

The Following Applies to Rabies Vaccines ONLY.

The Administration of a Rabies Vaccine (in a Veterinary facility or public location such as a Rabies clinic). A brief examination should be done to determine if the animal is healthy enough to receive a vaccine along with a required Rabies only visit waiver (see waiver template under "Exam Templates"). If you are unable to examine a patient due to its demeanor, that should be documented. A record of the examination, the waiver and vaccine information must be maintained and kept for 3 years beyond the last patient visit.

Medical Records

- The practice maintains records in such a way that any veterinarian may be able to proceed with the continuity of care and treatment of that patient.
- Medical records are retained for the length of time necessary to serve as resources for patient care, legal requirements, research, and educational tools. In West Virginia, that length of time is 3 years beyond the last patient visit.
- Medical records are legible.
- The author of medical record entries is permanently and uniquely identified in a manner that is understood by anyone examining such records. For example: code, initials, or signatures
- Standard abbreviations may be used when appropriate. The Board recommends sources such as AVMA, AAHA, or a veterinary medical dictionary. If using a non-standard abbreviation, it is recommended that you have a written description.
- The practice uses a consistent system of medical record keeping.
- The medical record filing system allows for immediate retrieval.
- A consistent patient identification method (patient name and/or identification number) is used on records throughout the practice.
- Except for herd or juvenile offspring, each patient has a separate medical record. However, the medical record of juvenile offspring can be kept in the parent's record until they are permanently placed or reach the age of three months.
- Client information accurately reflected in the medical record includes:
 - ✓ Name of owner(s)
 - ✓ Address
 - ✓ Telephone number
- The following information is reflected in each patient's medical record:
 - ✓ Name
 - ✓ ID number (if applicable)
 - ✓ Species
 - ✓ Breed (if applicable)
 - ✓ Date of birth or age
 - ✓ Sex and sex status (such as spayed or neutered)
 - ✓ Color and/or markings
 - ✓ Microchip number or tattoo (if applicable)
 - ✓ Patient's weight on each visit
- During immunization visits, clients are presented with the following:
 - ✓ A list of immunizations indicating which biologicals were administered and the dates of administration.
 - ✓ A schedule for future immunizations
 - √ Vaccine Name/Type
 - ✓ Location on the patient where the vaccine was administered.
 - ✓ Route given (sq, PO, etc.)
 - ✓ Duration of immunization (example: rabies -1 year or 3 years)

Medical records clearly reflect the following:

- Date(s)
- Presenting complaint(s)
- Pertinent history
- An examination (see types of examinations)
- Problems
- Tentative diagnoses or rule outs
- Definitive diagnoses, when made
- Therapeutic plans
- Diagnostic plans
- Medications administered and dispensed. These should be written in a manner that indicates the medication, strength, dose, and route of administration.
- Any changes in therapy with notations if the change was made in person or another form of communication such as text or telephone.
- Client communication, including but not limited to unsuccessful attempts to reach the client, means of contact such as by telephone or email, who was contacted, and what was conveyed to and from the client.
- Prognosis
- Discharge instructions. This should also include plans, rechecks, etc.
- Client waivers or deferral of recommended care.
- Consultations with the referring veterinarian, other receiving veterinarians, specialists, or any veterinarians evaluating or treating the patient, including the veterinarian(s), name(s), date(s), recommendation(s), and any pertinent data from that consultation.
- Procedures performed in chronological order (if possible). At minimum, there needs to be a date and timeline for each event.
- An accurate description of any procedure(s), including duration and identity of the surgeon, staff involved, materials, and methods
- An Accurate description of anesthesia, including time/duration and identity of all staff involved.
- Monitoring of anesthesia. Including during surgery and upon recovery of the animal until it is responsive and recovered from anesthesia.
- Reports and assessments of diagnostic procedures, such as laboratory tests, electrocardiography, imaging, and cytology evaluations.
- Signed consent forms.
- Signed treatment plan and associated fees/estimate.
- Content or reports from professional consultations pertinent to the patient's care, such as
 computer discussion forums, poison control, drug company technical support, veterinarians who
 have previously rendered care to the given patient, rounds discussions with other veterinarians,
 etc.

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EXAM TEMPLATES

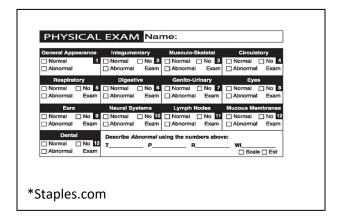
WV BOARD OF VETERINARY MEDICINE RECOMMENDED RABIES VACCINE EXAM VISIT WAIVER TEMPLATE

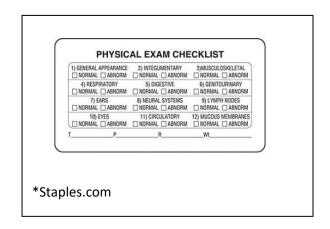
I, client, understand this is a Rabies only vaccine visit. The purpose of this visit is to protect the public and animal health from Rabies. I understand my pet will only be provided with a brief visual exam to verify that my pet is healthy enough to receive the Rabies vaccine. Some diseases and conditions will not be detected with this type of exam, slightly increasing the chance of an unexpected result from the vaccine. I understand the purpose and accept the risk of getting my pet vaccinated in this type of setting. Rabies Vaccine Given: _____1 Year _____3 Year Patient Name: Name of Owner: _____ Client Provided Medical History: _____Yes ____No Client Provided Immunization Records: _____Yes ____No Please contact the veterinary facility of your choice should your pet have an adverse reaction to the Rabies vaccination. Method of emergency care: (Insert what method was provided to the client should the patient require emergency care when the veterinarian is not available) §26-4-3.9. The professional services of a veterinarian shall not be controlled or exploited by any lay agency, personal or corporate, which intervenes between the client and the veterinarian. A veterinarian shall avoid all relationships which could result in interference or intervention in the veterinarian's practice by any person or entity. A veterinarian is responsible for his or her own actions and is directly responsible to the client and for the proper care and treatment of the patient. This is to include information on how clients may receive emergency care when the veterinarian is not available. §26-4-5.6.e. The veterinarian shall provide a method for the client to obtain emergency advice pertaining to surgical and post treatment problems after the animal is released to the owner or agent following the completion of the surgery or treatment; Client Signature: _____

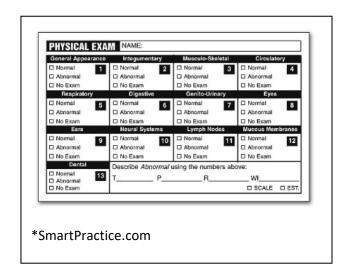
The following pages are some examples of medical records and monitoring records. You are not required to use these forms. You can create or purchase your own forms.

EXAMPLES OF COMMERCIALLY AVAILABLE EXAMINATION STICKERS

The Board recommends that if an abnormal is marked on a sticker a detailed notation should be made regarding the abnormal finding.







EXAMPLE of Feline Examination

FELINE PET EXAMINATION RECORD

Neutered/intact: DOB:	wner Nan	me:	Date:	Pet Name:		
COAT and SKIN Appear Normal Pet Dehydrated Hot Spot/Wound Fleas/Ticks/Lice/Mites Fleas/Tic	Breed:		Neutered/Intact:	DOB:		
Appear Normal Pet Dehydrated Hot Spot/Wound Fleas/Ticks/Lice/Mites Fleas/Ticks/Lice/Mites Fleas/Ticks/Lice/Mites Dermatitis Dermatitis Abnormal Pigment Pruritis Other Other Other Abnormal Pigment Pruritis Other Appear Normal Discharge L R Inflamed	licrochip i	#:		KCHA #:		
Pet Dehydrated Hot Spot/Wound Periodontal disease O Anal Glands O Mass/Cyst O					UROGEN	
Seyes Appear Normal Discharge L R Other Inflamed L R Other Ulcer L R Other Eyelid Abnormality Lenticular Sclerosis Other Appear Normal Wax/Dirt/Blood noted Mites Hematoma Inflamed L R Other Hematoma Inflamed L R Other Mites Hematoma Inflamed L R Other Mass Excessive Hair Other NERVOUS SYSTEM Tense/Painful Nass Fluid Other NERSPIRATORY WEIGHT WEIGHT Appear Normal Appear Normal Appear Normal Other Body score (1-9) Fecal testing recommended WEIGHT Fecal testing recommended NERIGHT Fecal testing recommended N		Appear Normal Pet Dehydrated Hot Spot/Wound Fleas/Ticks/Lice/Mites Mass/Cyst Dermatitis Alopecia Abnormal Pigment Pruritis	O Appro Tart: O Perio O Ulce O Ging O Pale O Mob O Othe MUSCULOSKE O Appro O Joint O Mus CARDIOVASCU O Appro O Mur O Arrh O Othe	ear Normal ear (Mild, Mod., Severe) codontal disease rs/Mass ivitis /Icteric/Injected MM iile Teeth ear LETAL SYSTEM ear Normal E/Ligament abnormality cle Loss eness LF LR RF RR ear PJLAR ear Normal mur Grade: ythmia	NOSE and O	Appears Normal Anal Glands Mammary Mass Vulvar Discharge Testicular Abnormality Recommend Spay/Neuter Other d THROAT Appear Normal Nasal Discharge Thyroid Abnormal Enlarged Lymph Nodes Inflamed Throat/Tonsils Other SNAP Triple Testing Heartworm Positive/Negative Leukemia Positive/Negative FIV Positive/Negative
Appear Normal Discharge LR Inflamed LR Ulcer L R Eyelid Abnormality Lenticular Sclerosis Other Appear Normal Appear Normal WEIGHT Coughing Noted Dyspnea Tachypnea Tachypnea Other GASTROINTESTINAL SYSTEM Appears Normal Nites Hematoma Inflamed L R Inflamed L R Inflamed L R Mass Excessive Hair Other Fecal testing recommended WEIGHT WEIGHT MEIGHT MEIGHT MEIGHT Appear Normal Appear Normal Appear Normal New Outher Fecal testing recommended NEIGHT MEIGHT MIN: MM: MM: MM: MM: VX Status: VX Status: VX Status:	EYES		o Appo	e/Painful		
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O Ulcer L R Eyelid Abnormality Lenticular Sclerosis Other Appear Normal Other Appears Normal Other Appears Normal Other Appears Normal Other Appears Normal Other CRT: VX Status:	0	Discharge LR				-
 Eyelid Abnormality Lenticular Sclerosis Other Appear Normal Appear Normal Wax/Dirt/Blood noted Mites Hematoma Inflamed L R Infected L R Mass Excessive Hair Other Appears Normal Appears Normal Nervous system Appears normal Appears normal CRT: VX Status: 						
Other CARS Other Appear Normal Wax/Dirt/Blood noted Mites Hematoma Inflamed L R Other Mass Mass Excessive Hair Other Cougning Noted Dyspnea Dyspnea Dyspnea TEMP: TEMP: TEMP: NERYOUS SYSTEM REMP: NERYOUS SYSTEM Appears Normal NR: NERYOUS SYSTEM Appears Normal NR: MM: MM: MM: CRT: VX Status: VX Status:					0	
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 Mites Hematoma Inflamed L R Infected L R Mass Excessive Hair Other Other Minappetence Other MRYOUS SYSTEM Appears normal Abnormal Vomiting/Diarrhea RR: MM: CRT: VX Status: 					HB.	
O Hematoma O Parasites RR:	0	Mites			1111	
 Inflamed L R O Inappetence Infected L R O Other Mass Excessive Hair Other Other Abnormal VX Status:					RR:	
 Infected L R Mass Excessive Hair Other Other Abnormal WM: CRT: VX Status: 					1111	
O Mass Excessive Hair O Other NERVOUS SYSTEM O Appears normal O Abnormal VX Status:	0	Infected L R	-		MM:	
Other	0	Mass				
Other O Abnormal VX Status:					CRT:	
	0	Other				
	Findings	s/Recommendations:				

EXAMPLE of Canine Examination

Owner Name:	Date:	Pet Name:
Breed:	Neutered/Intact:	DOB:
Microchip #		KCHA#
COAT and SKIN	MOUTH, TEETH, and GUMS	UROGENITAL SYSTEM
Appear Normal Pet Dehydrated Hot Spot/Wound Fleas/Ticks/Lice/Mites Mass/Cyst Dermatitis Alopecia Abnormal Pigment Pruritis Other EYES Appear Normal Discharge LR_ Inflamed LR Ulcer LR Eyelid Abnormality Lenticular Sclerosis Other EARS Appear Normal Wax/Dirt/Blood noted Mites Hematoma Inflamed LR Inflamed LR Mass Excessive Hair Other	Appear Normal Tartar (Mild, Mod., Severe) Periodontal disease Ulcers/Mass Gingivitis Pale/Icteric/Injected MM Mobile Teeth Other MUSCULOSKELETAL SYSTEM Appear Normal Joint/Ligament abnormality Muscle Loss Lameness LF LR RF RR Other CARDIOVASCULAR Appear Normal Murmur Grade: Arrhythmia Other ABDOMEN Appears Normal Tense/Painful Mass Fluid Other RESPIRATORY Appear Normal Coughing Noted Dyspnea Tachypnea Other Appears Normal Coughing Noted Dyspnea Tachypnea Other GASTROINTESTINAL SYSTEM Appears Normal Vomiting/Diarrhea Parasites Inappetence Other NERVOUS SYSTEM Appears normal Abnormal	Appears Normal Anal Glands Mammary Mass Vulvar Discharge Testicle Abnormal Recommend Spay/Neuter Other NOSE and THROAT Appear Normal Nasal Discharge Thyroid Abnormal Enlarged Lymph Nodes Inflamed Throat/Tonsils Other CANINES: 4dx Testing Heartworm Positive/Negative Lyme Positive/Negative Ehrlichia Positive/Negative Anaplasmosis Positive/Negative Fecal testing recommended INTESTINAL PARASITES Results Fecal testing recommended WEIGHT Body score (1-9) TEMP: HR: RR: RR: MM: CRT:
Findings/Recommendations:		·

ANESTHESIA

EXAMPLE of Pre-Anesthesia Examination and Anesthesia Monitoring - Page 1

Pet Name:			Client Name:				
Client contact #'s:			Acct # (or KCHA #	#)			
Species:		Wt.		Signalment:			
Procedure:			DVM:				
Anesthetic Nurse:			Circulating:		Scrub:		
			Surgery Details				
Time Sx Started:		Time Pet Extub	ated:	Rebreath	ing/Nonrebreathing		
Time Sx Completed:		Anesthetic Gas	:	ET Tube s	ize:		
			Initial Vitals				
Temp:		Pulse:		RR:			
MM:		CRT:		Mentatio	n:		
			Physical Exam:				
Eyes:	☐ App	ears Normal	Ears:		Appears Normal		
□Abnormal findings:			□ <u>Abnormal findi</u>	ings:			
Mouth, Teeth, and Gums	: □ App	ears Normal	Nose and Throat		Appears Normal		
☐Abnormal findings:			□Abnormal findings:				
Coat & Skin:	Δnr	pears Normal	Cardiovascular:		Appears Normal		
□Abnormal findings:	□ 7 ÞÞ	ocars (vorma)	□Abnormal findi		Appears Norman		
			_ /\bilde{\big }\tag{\big }\	1155.			
Lungs:	☐ App	ears Normal	Abdomen:		Appears Normal		
□Abnormal findings:	• •		□Abnormal findings:				
Gastrointestinal System:	☐ App	pears Normal	Urogenital Syste	m:	☐ Appears Normal		
□Abnormal findings:			□ <u>Abnormal findi</u>	ings:			
Musculoskeletal System:			Nervous System		☐ Appears Normal		
☐Abnormal findings:			□Abnormal findi	ings:			

EXAMPLE of Pre-Anesthesia Examination and Anesthesia Monitoring – Page 2

Pre-Anesthesia and/or Induction

Drug			Dose Mg/Kg	Concentration Mg/mL		Amt given in mL		Route	Tin	ne
TIME	:00	:05	:10	:15	:2	20	:25	:30	:35	:40
HR										
RR										
MM										
CRT										
SPO2										
TEMP										
	<u>'</u>		1				,	'		
									<u> </u>	
DEPTH	:00	:05	:10	:15	:2	20	:25	:30	:35	:40
5										
4										
3										
2										
1										
Off										
TIME	:45	:50	:55	:00	•(05	:10	:15	:20	:25
HR	.45	.50	.55	.00		,,	.10	.15	.20	.23
RR										
MM										
CRT										
SPO2										
TEMP										
ILIVIF										
DEPTH	:45	:50	:55	:00	:(05	:10	:15	:20	:25
5										
4										
3										
2										
1										
Off										

SURGERY

EXAMPLE of Surgical Procedures

Client:		Patient:			
Client ID:	Patient ID:		Date:		
Species:	Breed:		Current WT:		
Sex:	Color:		Date of Birth:		

CANINE NEUTER--CLOSED TECHNIQUE -- ADULT

Date & Time:

Doctor:

Patient Alerts:

Presurgical Examination:

Mucus Membrane Color: pink pale/white blue/cyanotic Other:

Body Condition Score (Out of 9): 1 2 3 4 5 6 7 8 9

Appearance / Attitude: Normal / BAR Abnormal Mouth and Teeth: N/E Normal Abnormal Nose and Throat: N/E Normal Abnormal Eyes: N/E Normal Abnormal Ears: N/E Normal Abnormal Respiratory: N/E Abnormal Normal Cardiovascular: N/E Normal Abnormal Abdomen: N/E Normal Abnormal Skin and Haircoat: N/E Normal Abnormal Musculoskeletal: N/E Normal Abnormal Nervous System: N/E Normal Abnormal **Urogenital:** N/E Normal Abnormal **Lymph Nodes:** N/E Normal Abnormal

Pain Assessment:

Pre-Op Bloodwork:

Pre / General Anesthetics -- Sedative: Gas: ET:

Monitoring Equipment Used (Circle all that Applies): Apnea Monitor ECG Blood Pressure Direct Supervision Other

Length or Duration of Surgery Time:

Pain Medication:

Presurgical Assessment:

(1. Minimal Risk 2. Slight Risk 3. Moderate Risk 4. High Risk 5. Grave Risk)

Anesthetic Emergency Protocol:

- 1. Get Help / Veterinarian
- 2. Establish Airway / Breathing / Circulation
- 3. IV Catheter / Fluids
- 4. TPR
- 5. Emergency Crash Kit Follow the dosing chart based on weight for Epinephrine/Atropine
- 6. Follow Veterinarian orders

Surgery Comments: Ventral midline prescrotal incision. The gubernaculum was removed, but the vaginal tunic was left in place. The vessels and cords were crushed and ligated using _____ and the testicles were excised. The testicles were both found to be grossly normal. The subcutis were closed using _____ in a continuous or simple interrupted pattern. The skin was apposed using _____ in a simple interrupted or cruciate pattern. Recovery was unremarkable.

Post-op laser therapy/ standard protocol / off-contact.

Vaccines:

Suture Removal:

Treatment / Plan:

Additional Comments:

Staff:

EXAMPLE of Surgical Procedures

Client:			Patient:				
Client ID:		Patient		I	Date:		
Species:		Breed:			Current WT:		
Sex:		Color:			Date of Birth:		
- COAL		100.0		1			
Ealina Ovariahystores	tomv:						
Feline Ovariohystered	torry.						
Date & Time:							
Doctor:							
Patient Alerts:							
Presurgical Examination:	Temp: Pu	ılse: R	espiration:				
	ore (Out of 9) tude: Norma N/E N	: 1 2	blue/cyanotic Other: 3 4 5 6 7 8 9 Abnormal				
Comments: Pain Assessment: Pre-op Bloodwork: Pre / General Anesthetics Monitoring Equipment Us Length or Duration of Sur Pain Medication: Presurgical Assessment: (1. Minimal Risk 2. Slight	sed (Circle a gery Time:	ll that Ap		ECG	Blood Pressure	Direct Supervision	Other
Anesthetic Emergency Pro	otocol:						
Surgery Comments: Ventrovarian pedicles were crus with and then traunremarkable. Post-op laser therapy/ sta	shed and cla ansected. Th	mped, the	en ligated with laris was closed using	and th	nen transected. The	uterus was clamped a	nd ligated

Vaccines:

Suture Removal:

Medications:

Treatments / Plans: Declined Services:

Prognosis and Expected Outcome:

Additional Comments:

Staff