

				SUBJECT	APPLICABILITY	POLICY	
DAP	Outreach	Services	Medical Assistance		DAP Staff		
				REFERENCE	RESCINDS	AMENDS	

POLICY

We have partners and in-house veterinary options that are used to assist animals owned by existing clients in our Outreach Services program. We have a limited budget set aside to assist with a variety of issues that may arise as a part of a client’s animal needs. We do not provide supportive/chronic care for clients from the Medical budget. There are special circumstances that occasionally arise, but prior to any expenditures, they must be cleared with the Outreach Services supervisor prior to moving forward. This is an outline of basic medical information for Outreach staff to utilize for their client’s pets.

PROCEDURE

Client Qualification for Pet Medical Assistance

- Must be a CCOD resident
- Must be from a current Service Area and/or received a Referral from an Internal/External Partner if out of service area (OOSA).
 - OOSA clients are taken on a case by case basis after discussions with the Outreach Navigators and Administrator.
- For Urgent Care—Outreach services typically does not assist for urgent care though exceptions can be made at the direction of Outreach Administrator and/or Outreach Navigators on a case by case basis.

Medical Assistance Coverage

- **Coverage for Qualified Medical Assistance**
 - Case by case basis dependent on a variety of factors
 - Meeting requirements of Client Qualification
 - Navigator availability
 - Budgetary considerations
 - Opinions from DAP Medical Staff and Partner Medical Staff
 - This may include DAP paying for an initial veterinary appointment to obtain a quote and better understanding of need and cost.
- **Budget**
 - Navigators are given a budget for Medical Assistance every year. This is tracked in the

Medical Assistance Budget Tracking Sheet cleaned and owned by the Navigator team.

- Once the budget is fully used, we refer clients to low cost options through partner organizations.
- For any single client requiring over \$750 in medical assistance, Navigators must check with rest of Outreach Services Team including the Administrator **before** a decision to cover the expenses is communicated to the client.
- **Current Special S/N Budget:** As budget allows, to be spent across the calendar year. If no funds are available, we refer clients to low cost options through partner organizations.
 - Animals that are unable to be S/N on mobile units and may require additional procedures i.e.:
 - Age
 - Heart murmur
 - Mass removal
 - Etc.
- **Payment and Invoices**
 - We only pay current invoice from Veterinary Service Partner. We do not pay individuals other than the partner for any reason. If payment has already been submitted by client, we are unable to reimburse.
 - Ensure Outreach Administrator is given the invoice to be paid in a timely fashion. The city typically takes 1-3 weeks for payments to go out to partners.
 - **Ensure that a set price has been established and quoted prior to OK'ing any medical service by a provider.** If the payment is to be split between client and Outreach, this must be made clear in a documented email to both the provider and client. Be clear and concise when agreeing to payments and ensure limits on monetary assistance from Outreach are understood by both the provider and client.

Current Available Pro-active Medical Resources for Navigator's discretionary distribution:

- **Flea/Tick Treatment**
 - Dog: Use as directed when a client's dogs have fleas
 - Cat: *****Be sure you are using a cat safe treatment***** Use as directed when a client's cats have fleas. Please ensure you are using a flea/tick treatment that is cleared and safe for cats.
- **Dewormer**
 - Use only as directed.
 - Consult with our DAP Veterinarian if you have any questions about the need for deworming treatment.
 - Times to give broad spectrum dewormer (Drontal):
 - When an animal has worms in their stool. Typically look like grains of rice in the stool. Ensure that the owner has not been feeding the animal rice products as they may simply be undigested.
 - When a Client's animal has come into contact with an animal that has/had worms recently. Especially if their animal has ingested feces that may contain worms.

Veterinary Service Partners

We often meet clients that do not currently have a vet or knowledge of low-cost options for veterinary care. In this case, we can refer these clients to Vets that our Shelter Veterinarian has cleared as partners. If an appointment has already been made with a local veterinarian that is not currently a partner, consult with the team and our leadership/shelter veterinarian if possible. The vets that we have an outstanding relationship with. Solutions is ideal for the SW region, and AHCD is a better fit generally for the NE region. This is merely due to distance to service area, but any Outreach client can ultimately be referred to either clinic.

These partners currently are:

- Solutions
191 Yuma St. Denver, CO 80223
303-722-5800
Referral Contact: Sharon Thomas

- AHCD
6701 Washington St, Denver CO 80229
303-288-6800
Referral Contact:
Sonya Pritchard –Practice Manager
sonya@ahcd.vet
303-288-6800

AHCD Price List: DAP Outreach Services-> Spay Neuter and Vet Care

**All first time referrals will typically qualify for the Rescue rate in the price list above at AHCD. For any relationship between client and vet that goes beyond the original referral, they likely will pay AHCD's normal care fees.*

Transport for Veterinary Appointments

Pets scheduled with transport needs should be scheduled at Solutions Veterinary Clinic if possible. Navigator discretion for any other medical transport needs.

Spay/Neuter and Post-Surgical Care Complications and Concerns

Lulu Mobile Post-Surgical Care Info:

- DDFL – Dumb Friends League provides their own surgical after care for any complications or concerns after surgery.
 - 720-241-7100

Spay Today, Neuter Now:

- Spay Today: This organization provides their own surgical after care for any complications or concerns after surgery.
 - 303-984-7729

In-House Post-Surgical Care Info

- Solutions Veterinary Clinic- Any clients that came to a DAP in-house surgery day are to contact the PFL team to set up after care at Solutions.

Special Needs S/N Surgeries

- There are times when an animal is rejected from a mobile S/N clinic. Our ability to assist with these animal's surgery and compliance needs are reliant on what the medical issue are/is, and if we can assist with the budget we currently have. These typically begin with a veterinary office visit to get a quote for any needed procedures and diagnosis. Navigators are cleared to set up an initial appt. at a Veterinary Service Partner

Emergency/Urgent Care: If a client's pet is experiencing an emergency, please refer them directly to an Urgent Care veterinary service provider. These include:

- Access (also after-hours)
- Planned Pethood
- Urban Vet

We do not provide supportive care through the Outreach program for medical issues.

Please contact your supervisor if you have any questions about a case or client.

This policy and procedure should be followed in its entirety. Any questions regarding this document should be directed to shelter and/or division management. Failure to follow the instructions of this document may be cause for disciplinary action, which may include up to and including dismissal.

**Alice Nightengale
Director**