



Penbode Vets

26 July 2021

MEDICAL RECORDS OVERVIEW

All clinical records are documented and filed on the practice computer system. The practice complies with and is registered under the protection of data act and evidence of this is attached to this document. These records are allocated to the relevant animal or group of animals. These computerised records are backed up daily. Patient records are accessible at all branches of the practice.

Clinical records are kept so that continuity of care by any of the practice veterinary surgeons is possible.

Records contain the following information, where applicable:

- Owner identification: Name, address and contact telephone numbers
- Patient identification: Name, Species, Breed, Colour, Age, Sex, Microchip number and weight
- Clinical information
- External communications: Referrals and laboratory reports, consent forms and estimates

Informed consent is sought from the animal owner before any diagnostic, medical or surgical procedure is performed. Clients are informed of likely charges, and an estimate of costs can be generated on the computer system. If a patient is hospitalised then clients are advised of ongoing costs on a daily basis. If a change of treatment is needed and telephone consent is given, then this will be recorded in the clinical records.

Written consent is sought for surgical procedures and euthanasia, however in an emergency situation where animal welfare could be compromised then written consent may not be possible.

Itemised invoices are produced for every transaction. VAT and surcharges are itemised on the invoice.

Once clinical record information has been entered on to the practice computer system it cannot be altered.

In the interests of the patient, when an animal is presented for the first time, the veterinary surgeon will seek to contact the previous veterinary practice to request the relevant clinical records. If the client refuses to supply the details of the previous veterinary surgeon then the case should be declined.

All hospitalised animals have in-patient record sheets on which vital signs, and husbandry parameters are recorded. Any entries on the records include a time and the initials of the staff member.

NORTH ROAD
HOLSWORTHY
DEVON
EX22 6HB

HILLHEAD
STRATTON
CORNWALL
EX23 9AB

ASHLEIGH HOUSE
THE SQUARE
BRADWORTHY
DEVON
EX22 7SZ

INNS PARK
CAMELFORD
CORNWALL
PL32 9RX

LAMERTON
TAVISTOCK
DEVON
PL19 8QA

UNIT 4, TRET HORNE
BUSINESS PARK
LAUNCESTON
CORNWALL
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