NC STATE Veterinary Hospital

STANDARD OPERATING PROCEDURE
VETERINARY HOSPITAL

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Introduction: It is the standard operating procedure of the NCSU Veterinary Health Complex (VHC) to provide a safe working environment for both patients and people. All persons are responsible for taking precautions that prevent injury to themselves and others. The following outlines the procedures to be followed when an incident/ potential incident (near miss) or injury occurs.

A. INCIDENT REPORTING

1. All incidents that involve an injury to a client or patient or involve a potential injury to a client or patient should be documented on a VHC Incident Report.(See Exhibit A). In addition, incidents that involve a call to public safety should be documented on a VHC Incident Report.

B. INCIDENTS INVOLVING INJURY

1. All injuries to a University employee or student are to be reported as described below.

2. If an incident appears to be life threatening call Campus Police at 911. They will call an ambulance if one is needed.

3. A "First Report of Injury" form http://www.ncsu.edu/ncsu/ehs/www99/right/handsMan/workplace/FirstReportofInjury.pdf is to be completed by the supervisor and submitted to the College of Veterinary Medicine-Human Resources (CVM-HR). For the purpose of incident reporting, supervisors are as follows:

   Hospital staff – immediate supervisor
   Faculty – Department head
   SA Interns – Dr. Karyn Harrell
   All other house officers – Senior duty clinician on the service
   Students – Dr. Keven Flammer

B. MEDICAL ATTENTION AND REPORTING

EPA and SPA staff

1. If the employee needs medical attention they should go to one of the facilities listed on the Medical Authorization form http://www.ncsu.edu/human_resources/forms/benefits/medicalauth.pdf which must be signed by the supervisor and accompany the individual seeking medical attention. Medical treatment received at any other facility could result in a non-payment by the University.

When an employee seeks medical attention for an injury a North Carolina Industrial Commission Form 19 http://www.ncsu.edu/ncsu/ehs/www99/right/handsMan/workplace/Form19.pdf must also be completed. The Worker's Compensation "What To Do" list (see Exhibit B) outlines the Worker's Comp procedures. CVM-HR will send the First Report of Injury, the Medical Authorization form and the Form 19 to Safety Officer, EHSC, Box 8007 within forty-eight hours.

2. Employees injured when the listed facilities are closed may go to a medical facility of their choosing.

3. All doctor's notes/reports and medical bills for Workman's Compensation claims must immediately be sent to CVM-HR.

Students

1. Students and House Officers with a status of graduate student should go to Student Health Services (515-2563) on campus or a physician of their choice.
2. A Form 19 is not required as they are not covered by Workman's Compensation unless they are working as a temporary employee. The student should follow the same procedures as other employees, except they should go to Student Health Services for medical attention.

Clients

1. No Injury Forms are required for client injuries only the Incident Report.

C. VHC ANIMAL BITES PROCEDURES

1. The bite victim should be advised to seek medical attention.

2. Supervisors of employees who choose not to seek medical attention must have the employee sign an "Informed consent for not seeking medical attention following a bite incident" form and submit it to the Director of Nursing Services.

3. A "Reporting Form for Animal Bites" must be completed by the supervisor of the area in which the bite occurred and submitted to the Director of Nursing Services or Hospital Administration.

D. REGULATORY REPORTING PROCESS FOR ANIMAL BITES..

1. The Hospital Administration will notify the CVM epidemiologist and the appropriate Service Chief of the situation.

2. The supervisor will call City of Raleigh Animal Control (919-829-1911) to report the bite. City of Raleigh Animal Control will dispatch an officer to investigate and render a decision regarding the disposition of the animal. The patient should **NOT** be discharged or euthanized until City of Raleigh Animal Control has investigated and made their decision regarding the disposition of the patient.

   The disposition could include quarantine in the clients house, quarantine in a veterinary hospital at the owners expense, or euthanasia with the specimen sent to the State lab The VHC does not hold animals for quarantine purposes.

3. The senior clinician on the case should contact the client to let them know about the bite and that a Raleigh Animal Control Officer will be calling them to notify of the situation and instruct them as to the disposition of the pet. In every case, the client should be encouraged to cooperate with the officer as they are following the law.

Exhibit A

Veterinary Hospital (VH)

EMPLOYEE/STUDENT/VISITOR/VENDOR/PATIENT INCIDENT REPORT FORM

To be completed by the presiding supervisor or director as soon as possible following an incident. Reporting should be limited to the facts as known and shall not include opinions, assumptions, or assignment of responsibility or fault.

Name of Individual(s) Involved:

If employee – Department or Service:

If Visitor – Address:

Contact Phone:

Date of Incident: Time:

Status – Employee/Student/Visitor/Vendor/Patient

Location of Incident:

Description of Incident:

** Please continue on reverse side if additional space is needed.

Describe any follow-up actions:

Describe any known injury:

Was First Aid or Emergency Medical Care given? If so, describe:

Name of Person Making Report: Date:

Signature: Title: Phone:

Exhibit B

Worker's Compensation
"What To Do"

The Worker's Comp procedures can be found on the main HR website: http://www.ncsu.edu/human_resources/index/index.php and click on "W" for Worker's Compensation. You will also find a listing of the Urgent Care Facilities that the employee is authorized to go to within this document. Please read these procedures and familiarize yourself with them. If this is for a student, in a "student capacity" they will need to go to Student Health Services. If the student is "working in a paid temp capacity" follow the same procedures as you would for staff. If the incident/injury happens after hours, then the employee should go to the emergency room. If a life or death situation, then call 911.

All the forms are found on the main HR website under "Forms": http://www.ncsu.edu/human_resources/forms/index.php. The Employee Statement and Leave Options forms are listed under the "For Faculty and Staff" and the remaining forms are found under the "For Departments". I have included links to the forms in this document. All of these forms are "form fillable" so if possible and time allows, please complete online and then print them out.

For all injuries/incidents that fall under the "Receive First Aid Only" and "Have a Near Miss/Return to Work" the following paperwork **MUST** be filled out:

First Report of Injury
http://www.ncsu.edu/ncsu/ehs/www99/right/handsMan/workplace/FirstReportofInjury.pdf

Employee Statement
http://www.ncsu.edu/human_resources/forms/benefits/WCEmpStmt.pdf
** Please note that the supervisor only signs this if they (the supervisor) filled the form out for the employee, otherwise do not sign.

Leave Options Form
http://www.ncsu.edu/human_resources/forms/benefits/WCLeaveOptions.pdf

For all injuries/incidents that require "Medical Attention" the following paperwork **MUST** be filled out:

Employer's Report of Injury or Occupational Disease to the Industrial Commission; aka "Form 19"
http://www.ncsu.edu/human_resources/forms/benefits/ncic_accidentrpt.pdf

Physician's Report & Pharmacy Guide
http://www.ncsu.edu/human_resources/forms/benefits/medicalauth.pdf
** Please note that this form must accompany the employee to the Urgent Care Facility and we need to have it back or a copy of it to forward to campus.

As well as all of the above forms; "First Report of Injury", "Employee Statement", and "Leave Options Form"

All injuries/incidents that involve an animal bite:

Animal Bite Form
Located on the Hospital Shared Drive->SOPs & Forms->VHC Forms
(G:\Shared\Hospital\SOPs & Forms\VHC Forms)

All other forms are to be turned in to the designated CVM-HR staff member **ASAP**. Failure to turn these within a reasonable amount of time (preferably 24 hours) could result in problems for the employee with billing issues.
For a Resource Directory the CVM-HR staff https://cvm.ncsu.edu/internal/faculty-and-staff/human-resources/