



Confirming Appointments

1. Every day before 12pm, all the clients with appointments set for the next day need to be called to confirm and remind them.
2. If the appointment is for a procedure, confirm the time of drop off and advise the client to fast the patient for 12hrs before the drop off time.
3. Patients being dropped off for procedures cannot eat after 10pm the night before but can have a small amount of water.
4. If the owner has any questions about the patient's regular medications regarding fasting, refer them to a technician.
5. Once the confirmation call is completed, add a note to the appointment, such as "LMOM to confirm AB", "Confirmed AB", "Confirmed and advised to fast AB" or "LMOM to confirm and advised to fast AB."
6. Remind the client to bring the patient in a carrier or attached to a leash (this helps keep all animals safe)
7. Recommend that they show up about 10 minutes before their appointed time to fill out paperwork.