

ST. PAUL PET HOSPITAL STUDENT/EXTERN ORIENTATION



Dear colleague: Welcome to St Paul Pet Hospital (SPPH)! We look forward to working with you during your externship/preceptorship.

At SPPH we believe that mentorship is a critical step of life-long learning, and is vital to engaging the future generation of scientists. We are strongly committed to sharing and teaching the most progressive medicine with veterinary students, staff, and our clients. By volunteering our time and wisdom, we ensure that the future of science and veterinary medicine is strong. Our objectives are to teach and educate students, while maintaining the highest caliber patient care, communication and service to our clients. We have developed the following policies to balance these objectives. Please review the attached information and let us know if you have any questions. We look forward to meeting you soon!

ORIENTATION IS IN WRITING

To ensure that all externs receive complete, detailed information, our orientation is in writing rather than a verbal discussion. If you have any questions whatsoever regarding orientation, it is your responsibility to ask your supervising DVM, at the time that you are first introduced to her/him on the first day of the externship.

WHAT TO DO WHEN YOU ARRIVE AT SPPH

Check in at the front desk and introduce yourself as an extern student. After checking in, you will be directed where to go.

SUPERVISING DVM (mentor)

You will be assigned a supervising DVM who will be your primary contact person for any questions and will also be responsible for completing your evaluation. The Supervising DVMs for SPPH are: Dr, Eric Ruhland (owner) and Dr. Melinda Lecheler (medical director). However, students should not limit themselves to shadowing only the supervising DVM. Externs are expected to “follow the action” during their shift in order to maximize their learning opportunities. Please let us know if you have any areas of special interest so we can best maximize your experience.

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DAILY and WEEKLY FEEDBACK

It is your responsibility to ask the doctor you have been working with during the day for feedback *each day*, but particularly at the end of *each week*. Doctors will provide comments and feedback during the day, but it is specifically the extern's responsibility to request feedback at the end of every day instead of expecting your supervising DVM to seek you out to provide this.

ATTIRE

Business casual or scrubs with closed-toed shoes. Please bring your own stethoscope.

SCHEDULE

The schedule for externs varies by doctor. The doctors work day and evening shifts (typically 7-8 hour shifts x 4-5 days/week) and also alternate between our Cathedral Hill and Highland locations. Their scheduled days may vary from week to week. We will send you a tentative schedule prior to your start date.

ROLES & RESPONSIBILITIES

Your responsibilities while at SPPH are:

- to learn
- to show initiative and get involved: don't wait to be asked!
- to ask questions
- to have fun!

ACCOMPANY A DVM

Externs are expected to "shadow" either their supervising DVM, or any one of the other doctors on their assigned days. The extern is expected to take the initiative to "go where the action is" rather than waiting to be directed or invited to follow. Etiquette – Externs are encouraged to follow the doctors into our exam rooms during most discussions with clients. Please allow the attending DVM to perform all communication with clients – save questions for after you have exited the exam room. Also, in certain delicate situations, DVMs may ask that you refrain from shadowing them into the exam rooms situations – please respect their request.

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GET INVOLVED

You are expected to observe (and/or assist, at the doctor's discretion) each patient's examination, diagnostic procedures, treatment, surgery, etc. It is the responsibility of the extern to become involved: don't wait to be asked. Instead, make the effort to get involved.

TECHNICAL & PRACTICAL "HANDS-ON" SKILLS

Our goal is to give externs as much "hands-on" experience as possible, while maintaining certain constraints & protocols: Placement of all IV catheters, as well as performance of all patient treatments, are performed by our experienced technical staff. Other than that, extern performance of technical procedures is at the clinician's discretion. We will endeavor to keep you as involved as possible in as many procedures as possible

OBSERVE during client communication

Externs do not have primary responsibility for client communication. You are expected to accompany the DVM into the exam room to listen in. Ask the DVM any questions you have regarding what was communicated **after** leaving the exam room.

ROLE IN MANAGING PATIENTS

For any cases that you & your assigned/supervising DVM are involved with, the extern is expected to: a. Review the diagnostic plan, and treatment plan/treatment orders b. Ask questions if there is anything unclear to you c. Assist in treatments/procedures at the clinician's discretion. Make suggestions! We learn from you too, so if you have any suggestions, input, things you have seen done differently at other hospitals –please let us know.

REVIEW CHARTS

Review charts of the patients whose care you have been involved in; - We will be happy to show you how to review a chart on our computerized medical record system (Cornerstone software system).

What are the externs NOT responsible for?

1. Primary responsibility for patient care: Externs do not have primary responsibility for patient care at SPPH. Externs are, of course, expected to accompany the clinician, observe, and assist at the clinician's discretion.
2. Placement of all IV catheters are performed by our experienced technical staff (to

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minimize vascular trauma and ensure reliable venous access).

PARKING POLICY

To ensure that our clients have available parking in our small lot, unfortunately we must require that externs not park in the parking lot **at any time**, including nights and weekends. Nearby street parking is available on Dayton Avenue. **Please pay close attention to all parking signs, as parking enforcement in the area is strict and penalties can be steep.**

STUDY AREA / PERSONAL BELONGINGS/BREAK ROOM

Because we have limited space in the hospital office areas, we ask that externs keep all personal belongings in the upstairs office/break room. There is a refrigerator and microwave available for your use.

INTERNET ACCESS

SPPH has public Wi-Fi that can be used by visiting students. See posted signs for connection information.

SUGGESTIONS

We are always open to your suggestions to maximize your education and to improve the quality of our program for future externs.

Please contact Dr. Melinda Lecheler 2-3 weeks prior to the scheduled start of your rotation to confirm your attendance and exact schedule (mlstpaulpethosp@gmail.com).