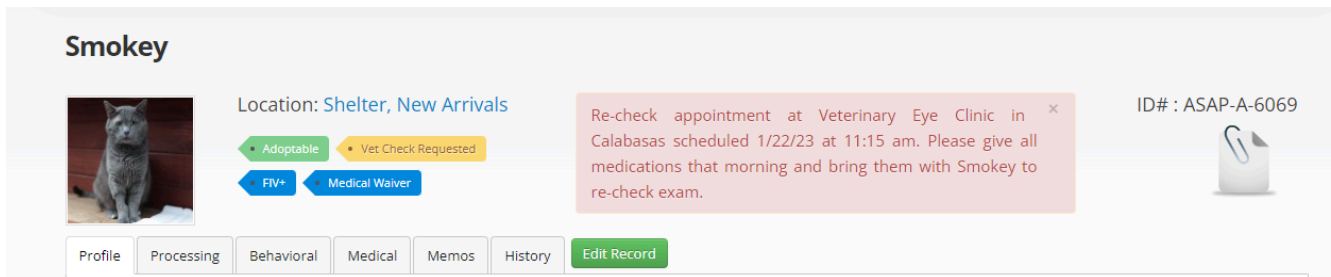


# ShelterLuv Animal Profile Procedures

## Image and Heading

The image and heading area shows the cat's cover photo, current location, name, assigned attributes, ShelterLuv ID, and has the link (paperclip icon at the right) to view the cat's printable/sendable records. It may also show a Pop Up Memo if there is one.



The screenshot displays the profile for a cat named Smokey. At the top left is the cat's name "Smokey". Below it is a small photo of a grey cat. To the right of the photo, the location is listed as "Shelter, New Arrivals". Below the location are two status tags: "Adoptable" (green) and "Vet Check Requested" (yellow). Further right are two more tags: "FIV+" (blue) and "Medical Waiver" (blue). To the right of these tags is a red pop-up memo box with the text: "Re-check appointment at Veterinary Eye Clinic in Calabasas scheduled 1/22/23 at 11:15 am. Please give all medications that morning and bring them with Smokey to re-check exam." To the right of the memo box is the ID number "ID# : ASAP-A-6069" and a paperclip icon. At the bottom of the profile are several tabs: "Profile", "Processing", "Behavioral", "Medical", "Memos", "History", and a green "Edit Record" button.

## Profile

Profile shows the basics of the cat including, breed, color, sex, age, microchip number, intake basic intake information, and Animal Services animal ID.

## Processing

Processing shows the cat's current status (when that status is scheduled to be reviewed, if applicable) and is where you add or remove attributes.

There are many attributes that deal with medical and behavioral conditions that are appropriate to that cat. These should only be added or removed by those authorized to do so.

## Behavioral

Behavioral has any information to do with behavior assessments and training (if applicable). This section is only edited by the Behavior Team.

## Medical/Vet Records

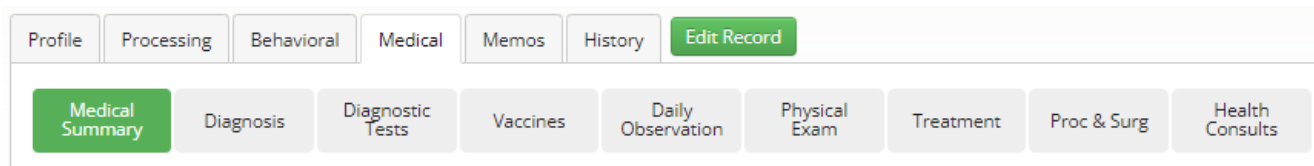
**Medical/Vet records are available to review for your information and should be reviewed with adopters at the time of adoption.**

## Finding Medical/Vet Records

- There are two ways you can view medical information for a cat, on the **Medical** tab or their **Complete Medical Record** (the record that gets sent to the adopter)

## Medical Tab

- On the Animal Profile, click onto the **Medical** tab.

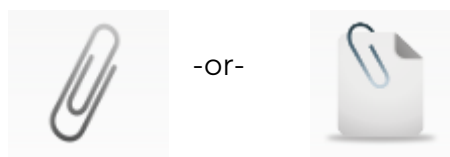


- Here you can click on any of the headings to view medical information.
  - **Medical Summary** - This will show the basics: sex, age, spay/neuter status, weight.
  - **Diagnosis** - Will show if the animal was diagnosed with any medical conditions.
  - **Diagnostic Tests** - Will show tests done and results such as: blood tests, urine analysis, etc. Hit the downward carrot on the right to show more information. ▼
  - **Vaccines** - Shows vaccines given and when next vaccines are due.
  - **Daily Observation** - Not currently used.
  - **Physical Exam** - Shows exams given and their findings. Usually includes just the intake exam for healthy cats. Hit the downward carrot on the right to show more information. ▼
  - **Treatment** - Not currently used.
  - **Proc & Surg** - Shows procedures and surgeries completed. Usually will only include spay/neuter surgery.
  - **Health Consults** - Not currently used.







## Complete Medical Record

Viewing the Complete Medical Record might be the easiest way to review medical records with adopters as everything is all together and this is the version of record that they will receive upon adopting.

- To view these records, go to the **Animal's Profile** and click the **paperclip symbol** on the top right of the profile page. It can look either like a single paperclip or a paperclip and paper.



- Click the **printer symbol** next to **Complete Medical Record**

System Generated Documents		
Kennel Card		
Complete Medical History		
Treatment Sheet History		
Memos		

- The **Complete Medical Record** includes:
  - Basic Cat information: **Name, Breed, Color, Sex/Alter Status, Age, Weight**
  - ID Numbers: **Microchip** and **Previous ID** (Animal Services ID)
  - Vaccines: **Next Due** dates and **Vaccine History**
  - Treatments: **Next Due** dates and **Vaccine History Summary** (This is typically flea treatment, dewormer, supplements, and any medication given)
  - **Diagnostic tests**
  - **Physical examinations**

## Memos

There are many types of memos that can be used for an animal and all can be found under the **Memos tab** on the **Animal Profile**.

### Finding Memos

- Search for the animal in the search tab, be sure the Animal bubble is selected, or by locating the animal on the ShelterLuv main page.

Shelterluv
+
☒
Animal
People

ANIMALS
PEOPLE
PARTNERS <sup>2</sup>
TRANSACTIONS

283 (of 283) animals

<input type="checkbox"/>	Intake	Picture	Species	Name	ID	Color	Breed	Sex	Status
<input type="checkbox"/>	08/23/2023		Cat	Ava	ASAP-A-5865	Brown	Domestic Shorthair	Female	Adoptable
<input type="checkbox"/>	07/20/2023		Cat	Mento	ASAP-A-5797	Brown	Domestic Shorthair	Female	Adoptable
<input type="checkbox"/>	06/19/2023		Cat	Teddy	ASAP-A-5651	Brown	Domestic Shorthair	Male	Adoptable
<input type="checkbox"/>	10/10/2023		Cat	Chiquito	ASAP-A-6120	Brown	Domestic Shorthair	Male	Adoptable

- Once located, click the blue Animal Name
- On the Animal Profile, click the **Memos** tab

Profile
Processing
Behavioral
Medical
Memos
History
Edit Record

Writing Memos

- Once on the **Memos** tab you can either add a new memo or edit/add to a memo already there. DO NOT delete any memos or parts of memos without consulting staff.
- Select the type of memo from the drop down menu. Type in your memo, being sure to leave your initials/name at the end of your text. (Below is a list of the types of memos and what they are for.)
- Click **Post**

Type 

-Select Type-

Memo

POST

- To edit a memo already there, first determine if editing is appropriate, consult staff if you’re unsure. Remember DO NOT delete any memos or portions of memos without the approval of staff.
- Find the memo you want to edit and click the blue **Edit**

10/07/2023	Intake Memo	<div>sweet cat</div>	asap_elizabeth	Edit	Remove
------------	-------------	----------------------	----------------	------	--------

- Type in your addition to the memo, being sure to leave your initials/name at the end of your text.
- Click **Update**

Edit Memo

Intake Memo

sweet cat

Cancel Update

## Types of Memos

**Kennel Card/Web Site Memo** - This is the animal's bio for adopters to view and get to know the animal. It will be viewable on our website.

**Behavioral** - This is only to be added or edited by the behavior team.

**Medical** - This is only to be added or edited by the wellness team.

**History** - Not used.

**Private\*\*** - These are strictly internal notes for only us to see. They may include something such as microchip registration information.

**Pop-up** - Notes that are especially important to be seen as soon as the animal profile is opened. These can include finder wants to adopt, an adoption pick up date, etc.

**Next Steps** - This is only to be added or edited by the wellness, behavior, or alternate placement teams.

**Foster's Notes** - Notes given to us by foster families. Can be from a temporary foster or time in foster to adopt if the cat is returned.

**Transport List** - Not used.

**Matchmaker Notes** - This is where notes from matchmaking and counseling the potential adopter should go. Things such as info from a dog test, if the person said something concerning, if they are looking for a certain type of cat, etc.

**General Animal Note** - Pretty much any note can be left using this. If you're not sure where to leave a note, this is a safe choice!

**Intake** - Notes from the person bringing in the animal or about the circumstances of the intake. Keep in mind these may not always be accurate and are just historical. We should always get to know the cat for ourselves.

**Hospice Notes** - Notes and considerations on why a cat is deemed a Hospice/Senior Foster.

**Hospice Last Exam Dates** - Dates of exams for hospice/senior foster cats. This is only to be added or edited by the wellness team.

## History

**History shows the changes made to the cat's status, location, and caretaker.**