

# Scheduling Appointments

## Vaccine Scheduling

All HES kittens and puppies are on a two-week vaccine schedule. We start as early as 4 weeks of age and continue every two weeks until 18-20 weeks old . Both kittens and puppies have a seven-day window from the time vaccines are due to receive vaccines. Vaccines cannot be given before the two-week period. Adult animals will receive two sets of dhpp (dog) or fvrpc (cat) vaccines. In addition, dogs and puppies over 4 weeks will receive a bordetella vaccine (for prevention of kennel cough).

When you pick up foster animals, the foster team will let you know when their next vaccine is due. You are responsible for remembering to make appointments. Please refer to your kennel card with their medical history and check your email for Maddie's Pet assistant reminders. The foster team will try their best to send out reminders but we appreciate it if you keep track of when an animal is due for vaccines.

- Foster animals may need more than one vaccine during their foster period with you.
  - To schedule a vaccine appointment, please visit [www.heschatt.org/activefoster](http://www.heschatt.org/activefoster) and choose "Routine Care"
  - A "Routine Care" appointment is NOT a medical appointment. If you have health concerns, please schedule a separate appointment.
- Foster animals will also receive routine preventatives and dewormers during their appointment if due. They also may be sent with them to give at a later date. Please make sure to note this on your calendar and follow through as scheduled.
  - Toltrazuril (kittens & puppies)- the first round is given three days in a row then to be repeated ten days after the first dose is given another three days in a row. Starting as early as 2 weeks of age. Treats coccidia.
  - Strongid (light sensitive) - Adult canines and felines get one dose on intake. Kittens and puppies receive meds by mouth every 14 days for 6 weeks starting as early as 2 weeks of age. Treats pinworm, roundworm, hookworm.
  - Bravecto- Flea and tick prevention that lasts 3 months and is given to adult dogs.
  - Selarid- (light sensitive) Flea and heartworm medication for cats, kittens, and puppies. Also treats ear mites, roundworms, and hookworms. Given once a month and can start at 6 weeks of age.

- Tri-heart- Heartworm prevention given on the 15th of every month for dogs 8 weeks and older

## **Supply Pick Up**

If a foster caregiver needs to pick up supplies, we ask that you schedule through our scheduling software at [www.heschatt.org/activefoster](http://www.heschatt.org/activefoster) and specify what is needed.

- You can schedule a time to come by, just please make sure that you do not come before your scheduled time. You can come after your scheduled time but if you come before we may not be able to guarantee we have time to get it ready.
- You will receive a text when your supplies are ready for pick up.
- If you must come after 6 pm, please make a note so we can put it in the foster lock box at the back of the building. The code is BARK.

## **Adoption Meeting Appointments**

Often foster parents will be given the name and number of a potential adopter. . We have now made it so that the foster parent can go online and schedule a meeting at the shelter without having to call the front desk back. [www.heschatt.org/activefoster](http://www.heschatt.org/activefoster)

## **Medical Appointments**

- Please refer to the Medical Appointment level of urgency infographic to determine what type of appointment needs to be scheduled.
- Program our cell number into your phone: 423-290-2908. This is the number you will call after hours with any emergencies. The foster team member on call will be available to direct you.

## **Foster Caretaker Expectations**

### **Scheduling & Preparation**

- Foster Caretakers will select their own appointment time through our scheduling software at [www.heschatt.org/activefoster](http://www.heschatt.org/activefoster).

- o Foster Caretakers will use the Red/Yellow/Green urgency scale to determine the urgency level of their foster pet's health issue
- Foster Caretakers will complete the "Foster Medical Appointment & History" form prior to being seen by the Medical Team
  - Foster Caretakers that have not completed the history form prior to arrival will be asked to complete all required forms in the HES lobby before handing their foster pet over to the Medical Team
  - If other Foster Caretakers have completed forms and are waiting in the lobby, their animal will be seen first in an effort to keep later appointments on-schedule.
  - Foster caretaker will inform the front desk staff when they arrive and then the front desk will radio a medical team member. If no one from the front desk is available, they may call a foster team member.
- While every effort will be made to stay on schedule, Foster Caretakers may experience a delay in their appointment if the Medical Team is presented with a different animal whose health issue supersedes the urgency of their pet's appointment

## **Follow-Up**

- Foster Caretakers will receive instructions for isolation, activity restriction, diet, and/or medication instructions directly from a medical staff member at the close of each appointment
- Foster Caretakers will follow all medical instructions as directed, and in accordance with the HES Foster Manual.

*Do not give your foster animals medication that has not been prescribed by the HES medical team unless you have permission.*