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**Guideline for diagnosis and treatment service of pet medical
institutions**

宠物诊疗机构诊疗服务指南

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Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for standardization work Part 1: Structure and drafting rules for standardization documents" Drafting is required.

Please note that some of the contents of this document may involve patents. The issuing organization of this document does not assume the responsibility for identifying patents.

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Guide to pet clinics and treatment services

1 Scope

This document provides recommendations for the configuration of equipment and environmental conditions in the departments of pet clinics, as well as the front desk, clinic, pharmacy, and laboratory.

Provide service guidance for the operating room, imaging room, operating room, inpatient department and treatment room.

This document applies to the diagnosis and treatment services of pet clinics.

2 Normative references

This document has no normative references.

3 Terms and definitions

The following terms and definitions apply to this document.

3.1 Pet diagnosis and treatment service

A series of professional medical and health services for pets provided by qualified veterinarians as the main personnel.

Note. This service system covers front desk reception, clinic examination, pharmacy dispensing, laboratory testing, imaging room imaging, operating room surgery, inpatient nursing and treatment.

Room processing and other links.

4 General principles for pet medical services

4.1 Scientific rigor. Follow scientific principles and strictly abide by diagnosis and treatment service standards.

4.2 Safety and effectiveness. Ensure the safety of the diagnosis and treatment process, ensure the effectiveness of the diagnosis and treatment results, and allow pets to receive the best treatment and care.

4.3 People-oriented. Pay attention to the needs and feelings of pet owners, provide humane services, and ensure the comfort and convenience of the diagnosis and treatment process.

4.4 Integrity and trustworthiness. Adhere to the principle of integrity, protect the privacy of pet owners, and ensure the confidentiality of pet owners' information.

4.5 Continuous Improvement. Continuously optimize the diagnosis and treatment service process, improve service levels, and meet the growing service needs of pet owners.

5.1 Facilities and Equipment

The following are the necessary equipment to carry out the diagnosis and treatment services.

Front desk. computers, cash register equipment, registration forms, other office supplies; a) Consultation room/immunization room/isolation room. diagnosis table, diagnosis chair, computer, other office supplies; stethoscope, thermometer and other diagnosis and examination equipment Equipment. medical waste bins, ultraviolet lamps, disinfection spray equipment, rapid hand disinfection facilities; independent air conditioning or ventilation systems; temporary Isolation and observation area;

b) Pharmacy. medicine display racks, medicine labels, labels, medicine containers, computers, and other office supplies; c) Laboratory. biochemical analyzer, blood cell analyzer, microscope, centrifuge, pipette, specific gravity meter, medicine rack, chemical reagents, etc.; d) Imaging room. X-ray equipment, abdominal ultrasound equipment, cardiac ultrasound equipment, CT, MRI and other imaging equipment, oxygen supply equipment equipment, anesthesia equipment, etc.

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