



## TSVS Updated Contract of Services – August 2019

- ❖ **This newsletter update contains important information and should be shared with all doctoral and technical staff, office/practice managers who use TSVS services via email or printed copies. Please distribute accordingly.**
  - Distribute to Doctors in hospital**
  - Distribute to Hospital manager and staff**
- ❖ **TSVS contact:** Since January of 2019, TSVS has been using Your Back Office Pros (YBOP) as our administrative office for scheduling, confirming cases, and phone communication. YBOP is familiar to many of you who have used Sonovet services for the last ten years. All cases should be scheduled through YBOP through our regular office line at (800) 707-0167. Due to the challenge of forwarding Google phone lines, please do not use the 210 contact number for TSVS. **All phone communications in regards to TSVS should occur through our (800) 707-0167.**
- ❖ **TSVS general surgery time slots:** TSVS surgery time slots typically occur at **9AM, 11AM, 1PM, and 3PM.** However occasionally we request a **8:30AM** surgery time due to the volume of scheduled surgeries that day or the significant distance of driving required to get to all surgeries for that day. If a patient is scheduled at 9AM, it requires a doctor be present at 8AM to allow for premedication and therefore drop off at 7:00-7:30AM. Conversely if a 8:30AM is requested, it often requires a 7:30-7:45AM doctor be present to allow schedule to flow correctly. Premedication always occurs 1 hr prior to scheduled surgery time and induction/preparation generally occurs 30 min prior to TSVS team arrival. **YBOP or TSVS team will ALWAYS call to request premedication 1hr out and induction 30 minutes out! PLEASE, PLEASE do not premedicate or induce without hearing from one of our team members.** Regardless all surgical patients should be dropped no less than 7:00-7:30AM every morning (for many reasons, but most importantly, in case there are cancellations in the day and the normal scheduled time is being moved up).
- ❖ **Bloodwork:** Due to demand for TSVS services and blood work not being performed in a timely fashion prior to surgery, TSVS is **NOW** requiring bloodwork be performed **at minimum 24 hours prior to scheduled surgery** (See cancellation policy below as this allows a good time to collect bloodwork and cancellation deposit at same time). This is currently the standard of care in the human medical and veterinary field. Bloodwork can be emailed to [rads@tsvs.net](mailto:rads@tsvs.net) with pertinent clinical case information (see below) including radiographs 24 hrs prior to surgery. If bloodwork required by the clinic DVM is not performed 24 hours prior to the scheduled surgery appointment, TSVS reserves the right to cancel the surgery and reschedule. **We understand some clients/cases are given the authorization to deny bloodwork thereby negating these requirements,** however we should be notified if that is the case. Currently, TSVS is booking out 5-7 days with elective cases. Many trauma cases are on waitlist if clients are not seeking referral to one of the specialty centers, therefore **IF** bloodwork is not performed, we reserve the right cancel the surgery and replace with a wait list trauma case.
- ❖ **Cancellation policy:** TSVS has had in effect a **\$150 cancellation policy** with less than 24 hrs. notice **since 2018.** When a pet owner cancels a surgery, we are unable to fill those spots with less than 24 hrs. notice and it generally costs us an entire surgery slot on the day of scheduled surgery. In order to avoid challenges in collecting from your pet owner, **TSVS suggests that you require a \$150 non-refundable deposit when a**

**procedure is scheduled for your pet owners (and simultaneous pre-surgical bloodwork) to ensure they are dedicated in moving forward and to cover your cancellation fee for TSVS surgery slot when a procedure is cancelled less than 24 hours from the scheduled surgery.**

- ❖ **TSVS surgical release forms:** TSVS release forms can be found at <https://tsvs.net/forms/>. Please have surgical release forms printed, filled out prior to patient drop off so owners may sign them when dropping their pet off for surgery. TSVS will not perform surgery without owner signed TSVS surgical release forms and reserves the right to cancel and reschedule surgery if forms are not filled out upon arrival. Should your office not see the specific surgery release form we are performing, please use the TSVS General release form. TSVS **reserves** the right to charge a cancellation fee if TSVS surgery release forms are not signed upon our arrival for scheduled surgery.
- ❖ **Patient Drop-off:** Please have pets dropped off by **7:00-7:30AM** regardless of scheduled surgery time. If you do not open prior to 7-7:30AM, and if there are any concerns please let us know. Many practices are having owners drop off at 8-9AM for a scheduled 9AM surgery time, however this is generally becoming an issue with owner not arriving on time, bloodwork not being performed prior to day of surgery and other issues. It generally requires **ONE full hour** to get a patient ready for surgery – 20-30 minutes to allow premedication to take effect and the remaining time to prep patient for surgery. Should patient have later time slot surgery scheduled (ie: 11AM or 1PM), a 7:00-7:30AM drop off should still occur in case an earlier time slot is canceled.
- ❖ **Nocita® (bupivacaine liposome injectable suspension)** is the only long-acting local anesthetic that controls post-op pain with one dose **for up to 72 hours** following cranial cruciate ligament surgery in dogs and onychectomy in cats. TSVS has been using Nocita both on and off label since January and has received amazing feedback from you, your staff and pet owners. **We do not require pet owners to pay for this product if they do not want to ultimately.** It is imperative when scheduling surgery with TSVS, that you have informed your client about Nocita option (including off label usage if the case is not a canine cruciate repair or feline declaw) and have they approved additional costs. TSVS has elected to only charge costs for a bottle per client due to expense of such product. Regardless, we have seen an overwhelming response from staff, doctors and pet owners. For more information, follow this link: <https://nocita.aratana.com/>
  - **\$200 per case** (TSVS costs per bottle plus shipping) – due to the time sensitive expiration of contents in a bottle, we charge a bottle per case as we may not be able to use remaining contents after opening a bottle. Nocita use is completely optional for owners.
- ❖ **Simultaneous bilateral TPLO procedures**
  - TSVS now offers bilateral simultaneous TPLO procedures in **SELECT** discrete cases. In order to qualify for bilateral simultaneous TPLOs, the owner and patient **must meet the following criteria:**
    - Compliant owner AND patient!
    - BCS 5-6/9
    - Agree to Nocita injection charge for BOTH knees (55lbs or less we can split one bottle between both stifles joints - \$200; if patient weighs more than 55lbs it will require two bottles \$400)
    - Pre-order HELPEM up harness from [www.helpemup.com](http://www.helpemup.com) (we find that other harnesses generally don't work that well)
    - Weight less than 90lbs. and not have excessive TPA/slope (generally 35 degree TPA or less)
- ❖ **Radiographs:** Submitting radiographs for a case, please follow the case submission protocol below. If lacking details below, we will not respond as we don't know what we are looking at specifically. All radiographs should be submitted to [rads@tsvs.net](mailto:rads@tsvs.net) **only**. Finally, if your hospital uses a gmail account or server email address to send images and no one checks that account, please **CC: any and all email addresses of individuals needing to see response. If none are provided other than submission email, we will likely only respond to that address.**

- ❖ **Case submission, estimates and radiographs:** please submit the following below for any radiographs or estimates needed to [rads@tsvs.net](mailto:rads@tsvs.net)
  - Age, weight, breed
  - History (when did clinical signs begin or when did fracture occur)
  - Clinical findings on doctor exam
    - if cruciate suspect, was drawer sign palpated
    - if patella luxation present, what grade of patella luxation (Grade 1-4 see patella client handout below)
    - if Fracture assessed clinically and radiographically, is it open or closed and was culture and sensitivity performed if open?
  - Clinician Diagnosis
  - Radiographs performed and recommendations

Please remember that estimates and published fee schedules are subject to change without notification unless given directly for a specific, scheduled case over the phone.

- All fees should be considered accurate estimates; kindly allow a range for surgical fee when quoting fees to clients.
- Estimate appropriately for induction and maintenance of general anesthesia based upon estimated anesthesia times.
- Recommend/Estimate for intravenous catheter and intravenous fluids for all procedures.
- Estimate for bandage for all orthopedic and/or limb surgery.
- Estimate for radiographs and laboratory fees (e.g. biopsy, C&S, stone analysis, bloodwork) when required.
- Estimate for hospitalization, injections and medications to go home.
- Estimate for overnight hospitalization or boarding when required.

Please note that case inquires and estimates sent to personal TSVS email accounts may be delayed in response therefore please send all case inquires, estimates and follow-up radiographs to [rads@tsvs.net](mailto:rads@tsvs.net)

#### ❖ **Services and materials**

TSVS will provide all surgical instrumentation, implants and other needed items (surgical attire, suction, etc.) related directly, discussed or arranged prior to the scheduled surgery.

Items or services expected to be provided by the participating veterinary clinic include:

- Technician to administer anesthesia
- General spay pack instruments, 4x4 gauze (non-woven preferred and cheaper)
- Suture materials (unless previously discussed) – we do carry specific suture for select cases when needed (large gauge PDS, etc)
- IV catheter and fluids
- Anesthetic agents, machine and monitoring equipment
- Pre- and postoperative pharmaceuticals (antibiotics, pain medications – except Nocita)
- Assisted recovery devices
- Bandage materials (including cast material if needed for arthrodesis cases)
- Pre- and postoperative radiographs

TSVS aims to allow practices to benefit financially from having surgeries performed in house for their clients, therefore, unless previously arranged the above-mentioned items will be provided by the veterinary clinic.

❖ **Payment of Services**

Payment for surgical services performed by veterinarians of TSVS will be kindly expected upon services rendered the day of the surgery.

Cash, ACH transfer or check is the current accepted methods of payment. Currently we do not accept credit card payments. Please contact Jodi at [jodi@tsvs.net](mailto:jodi@tsvs.net) if you need to set up ACH transfer.

If alternative arrangements need to be made, please arrange prior to scheduling a surgery with TSVS. Otherwise, payments will be expected upon services rendered.

Dr. Harper or other veterinary surgeons affiliated with TSVS, are more than willing to assist in providing pre- and postoperative clinical evaluation of cases needing or having had surgery.

❖ **TSVS 2019 Prices, Client Surgical Disease Handouts and General Forms:** Can all be found at <https://tsvs.net/forms/>

TSVS General Forms	TSVS Client Surgical Disease Handouts
<ul style="list-style-type: none"> <li>▪ <a href="#">TSVS Contract of Services</a></li> </ul>	<ul style="list-style-type: none"> <li>▪ <a href="#">TPLO repair for Cranial Cruciate Ligament Rupture</a></li> </ul>
<ul style="list-style-type: none"> <li>▪ <a href="#">TSVS 2019 Prices</a> Password is rdvm</li> </ul>	<ul style="list-style-type: none"> <li>▪ <a href="#">FHO information brochure</a></li> </ul>
<ul style="list-style-type: none"> <li>▪ <a href="#">Benefits of TSVS handouts</a> Password is rdvm</li> </ul>	<ul style="list-style-type: none"> <li>▪ <a href="#">Patellar Luxation client handout</a></li> </ul>
<ul style="list-style-type: none"> <li>▪ <a href="#">How to obtain Fracture repair estimate</a></li> </ul>	<ul style="list-style-type: none"> <li>▪ <a href="#">Perineal hernia peri-op instructions (only for rDVM, not clients)</a></li> </ul>
<ul style="list-style-type: none"> <li>▪ <a href="#">TSVS TPLO Cruciate Repair Requirements and Protocol</a></li> </ul>	<ul style="list-style-type: none"> <li>▪ <a href="#">Total Ear Canal Ablation and Bulla Osteotomy</a></li> </ul>
<ul style="list-style-type: none"> <li>▪ <a href="#">TSVS Procedures List- Small Animal</a></li> </ul>	<ul style="list-style-type: none"> <li>▪ <a href="#">Anal Sac Disease information</a></li> </ul>

Should you have any questions please contact us at: **(800) 707-0167** or [rads@tsvs.net](mailto:rads@tsvs.net)