

# CASE MANAGEMENT DURING COVID-19 RECOVERY

Owner calls requesting service for animal

Can you maintain [adequate supplies of appropriate PPE](#) and do you have sufficient staff resources if you begin to offer these types of services?

YES

NO

Is the requested service in compliance with [state/local orders](#) for performing [urgent/non-urgent procedures](#)?

NO

Is [telemedicine](#) an option?

YES

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NO

YES

NO

Is the owner/household member quarantined because of COVID-19 or showing [CDC-defined symptoms](#)?

Postpone service until [state/local orders](#) change

Utilize telemedicine  
[See AVMA telehealth resources](#)

Is the case [urgent](#) where waiting for a period of time would have a negative impact on the health of the patient or public health?

YES

NO

Offer service with consideration for social distancing and [CDC PPE recommendations](#)

YES

NO

YES

Can a non-quarantined, apparently healthy individual bring the patient to your practice?

NO

Is [telemedicine](#) an option?

NO

YES

Are you a mobile practice or can you refer to a mobile practice? See AVMA COVID-19 resources for:  
[Mobile and house call veterinarians](#)  
[Equine practitioners](#)  
[Food animal practitioners](#)  
Follow direction from [federal, state, local](#) health officials about contact with individuals quarantined because of COVID-19 or showing [CDC-defined symptoms](#). If relevant, refer to AVMA COVID-19 [use of PPE](#) resource.

Is the case [urgent](#) where waiting for a period of time would have a negative impact on the health of the patient or public health?

YES

NO

Consider postponing procedure

Consider referral to a practice with adequate PPE and/or support staff

Notify appropriate personnel to determine if the practice is equipped to provide the necessary care without unreasonably endangering staff while complying with directions from [federal, state, and local](#) health officials.  
See [AVMA COVID-19 use of PPE](#)  
See [CDC guidelines for veterinarians](#)

