Diarrhea Triage Sheet

Step 1: Record the client's name and contact information.

Step 2: Record the patient's name and species.

Step 3: Say the following: "I'll be happy to help you with your concern. May I take a moment to confirm your telephone number? Your email address?"

Step 4: Proceed to questions below.

Question	**Owner response**	**What you should do**	**What you should say**
How would you describe [pet name]'s activity level now?	Lethargic	Bring the patient in	Lethargy along with diarrhea is concerning. I'd like one of our experienced veterinarians to confirm that everything is all right. May I schedule an appointment for you?
	Normal (bright, alert, responsive)	Continue with questions	
[Ask the following only for small pets that may weigh less than 10 pounds.] Do you think [pet name] weighs less than 10 pounds?	Yes, less than 10 lbs	Bring the patient in	Diarrhea in a pet as small as yours is concerning. I'd like one of our experienced veterinarians to examine [pet name] to determine the most likely cause and try to help make [pet name] feel better. May I schedule an appointment for you?
	No, more than 10 lbs	Continue with questions	
How old is [pet name]?	Younger than 6 months	Bring the patient in	Diarrhea in a pet this young is concerning. I'd like one of our experienced veterinarians to examine [pet name] to determine the most

			likely cause and try to help make [pet name] feel better. May I schedule an appointment for you?
	Older than 6 months	Continue with questions	
Is [pet name] going to the bathroom more times in the day than normal?	Yes	Bring the patient in	Frequent diarrhea can lead to dehydration and other complications. Plus it's very uncomfortable for [pet name] and probably for you as well. I'd like one of our experienced veterinarians to examine [pet name] to determine the most likely cause and try to help make [pet name] feel better. May I schedule an appointment for you?
	No	Continue with the questions	
Have you changed [pet name] diet recently or is it likely that [pet name] ate something new for the first time?	Yes	Bring the patient in	Pets that get into the wrong food can sometimes develop severe gastrointestinal upset. I'd like one of our experienced veterinarians to examine [pet name] to determine the most likely cause and try to help make [pet name] feel better. May I schedule an appointment for you?
	No	Continue with questions	
Has [pet name]'s diarrhea been going on for a long time or have you just recently noticed it?	Yes	Bring the patient in	Aside from being uncomfortable for [pet name], chronic or ongoing diarrhea is not normal. I'd like one of our experienced

			veterinarians to help you with [pet's name]'s problem and give you some sound advice. May I schedule an appointment for you?
	No	See below	

In cases where the response *may* indicate a benign problem, respond as follows:
Based on what you've told me about your pet's diarrhea, I'm unsure if it's anything serious. However, our veterinarians have trained us to see all cases of diarrhea as a potential symptom of something more serious. We're also trained to trust pet owners' instincts. The fact that you're concerned enough to call means something to me. If you'd like to come in and have Dr. [last name] evaluate [pet's name], I could get you in today at [time]. Dr. [last name] will have an opportunity to completely examine [pet's name], feel the abdomen, and do a stool test. This way, we could end our guesswork over the phone and let the veterinarian decide if there's a concern. Depending on the results of the examination, Dr. [last name] will be able to recommend the best route for addressing [pet name]'s condition and help [pet name] feel better. May I go ahead and schedule this appointment for you now?

Source: Bash Halow, CVPM, LVT, Halow Consulting