

OFFICE OF THE CITY VETERINARIAN

Slaughterhouse Complex, Merila, Ubaldo D. Laya, Iligan City
 Tel. No. (063) 221-6752 email : ctveterinary@gmail.com

Frontline service : ON-CALL TREATMENT OF SICK ANIMALS

Availability of the service : 8:00AM-5:00 PM Daily (No noon break) excluding Saturdays, Sundays and Holidays.
 On Mondays provision of services starts after flag raising

Who may avail of the service : Any resident of the City with pets or backyard animals

What are the requirements : Owner's animal/s must have a current disease/infestation condition

Duration : 1 hr. (on the average)

How to avail of the service:

Step	Client	Service Provider	Duration of Activity	Person In Charge	Fees	Forms
1	Call or visit the Office to request for assistance	Ask and record the name of the client and address, gather case history and make a tentative diagnosis of the case	15 mins.	Veterinarian/Livestock Technician	None	AHM Form
2	Noted the appointment	Set the appointment and inform the client of the necessary preparations	5 mins.	Veterinarian/Livestock Technician		
3	Prepare the animal while waiting for the technician	Prepare the drugs and treatment paraphernalia based on his tentative diagnosis	10 mins.	Veterinarian/Livestock Technician		
4	Show the animal to the technician	Arrive at the appointed time and place	5 min	Veterinarian/Livestock Technician		
5	Assist the technician in the restraint of the animal	Evaluate the animal, make a final diagnosis and treat the animal based on his final diagnosis	15 mins.	Veterinarian/Livestock Technician	None	
6	Receive advice on post treatment care	Give advice to the client regarding post treatment care	10 mins.	Veterinarian/Livestock Technician	None	
End of Transaction						