



General clinic requirements:

## **Bronze**

- Premises has/is:
  - Good standard of cleanliness and hygiene
  - Adequate lighting, ventilation and temperature control
  - Free from excessive noise
  - In good decorative order
  - Details of how clients can access emergency veterinary care available at all times
  
- Ensure clients know who is involved in the care of their cats
- Informed consent sought for all procedures
- Options and cost for investigations/treatments discussed
- Written estimates and itemised invoices provided on request
- Record client complaints and act on them
- Able to access information on the management of poisons
- Relevant cat information must be readily available for caregivers  
such as:
  - The Cat Friendly Clinic scheme
  - Transporting a cat to the clinic
  - Medicating a cat

**continued...**

## Bronze continued...

- A written clinic-wide protocol on wellness checks for cats
- Routinely assess pain and intervene with appropriate analgesic therapy
- Never perform/recommend surgical operations for the purpose of modifying the appearance of a cat or for non-medical purposes
- Record and store medicines according to manufacturer's recommendations and statutory requirements and use antimicrobials judiciously and in line with current guidelines
- Notify all adverse drug events to the appropriate authorities
- All applicable health, safety and legal regulations relating to veterinary clinics in your country adhered to

**Silver** No additional requirements

**Gold** No additional requirements