**Admitting Wait-List Protocol**

1. **First point of contact (phone, email, in person)**

Collect all pertinent information that would be required to schedule an appointment. Inform the owner of our policies. Ie. fees, euthansia policy, required flexibility for same-day appointments, etc.

1. **Create an appointment in the Admitting Calendar**

Create the appointment on the same day as the original point of contact, out of range of our open/admitting hours (not between 10:00 AM and 5:00 PM)

-When the owner contacted to schedule their admitting appointment, we will have all of the necessary information and not seem redundant from asking the same questions.

1. **Enter owner & animal information into Shelter Luv**

When we call to schedule an appointment, it will be a relatively quick/easy process as we will only need to find their appointment in the calendar and reschedule it to the agreed upon date/time.