Description: It is the standard operating procedure (SOP) of the Veterinary Health Complex (VHC) to offer services for former, existing and potential clients whose animals arrive dead on arrival. The purpose is to provide them a means of necropsy in the event of an animal passing away.

I. VHC Procedures:

A. Dead on Arrival

1. When a current or former patient is received, a record will be prepared to show DOA. If the client requests a necropsy, the appropriate necropsy request forms will be completed, it will be performed and results provided. If not, the client will be offered the option of leaving the animal for disposal, selecting a cremation service, or of taking the animal home.

2. If an individual calls stating they have a pet that has died and the pet is not a current or former patient, caller should be referred to Rollins Diagnostic Labs if necropsy is desired.
   a. ROLLINS DIAGNOSTIC LABORATORY: 2101 Blue Ridge Road, 919-733-3986
      1.) Directions: From I-40 take Exit 289 (Wade Avenue) toward Raleigh
          Take second exit ramp (Blue Ridge Road Exit)
          Turn left at stoplight on Blue Ridge Road
          Go 0.5 miles and turn left into the Laboratory parking lot
      2.) Directions from NC State VHC: Exit the Veterinary Health Complex from William Moore Drive and turn right onto Blue Ridge Road. Continue approximately one mile and turn left into 2101 Blue Ridge Road ~ “State Diagnostic Laboratory”.
      3.) Rollins Policy and Hours: * Monday-Friday from 8am-5pm All animals should be brought in within 24 hours of death * If animals are kept cool and not frozen, they will be accepted up to 48 hours after death
      4.) * After hours, weekend and holidays – bodies may be left at Rollins in outdoor cooler (small animals). Necropsy requisition forms are available near the cooler for owners or caretakers to complete. A Rollins staff person is on-call for assistance with horses or livestock. A phone is located within the breezeway for public access to the on-call person.

3. If DOA on the way to VHC for treatment, a medical record will be completed, a medical record number assigned and the appropriate necropsy request forms will be completed if the owner requests a necropsy. If not, the client will be offered the option of leaving the animal for disposal, of a cremation service, or of taking the animal home.

4. If the DOA is presented by a Good Samaritan, a full description of the animal will be logged into the “DOA non-patient log” found on the G-drive. Patient will be accepted for disposal. Prior to disposal the patient will be checked for microchip. If located, the appropriate chip vendor will be contacted in attempt to notify the owner.

5. If a field service client (even if the individual animal has not been seen), it may be admitted through the field service office as a sample – as it may have herd health significance.