



Pet Incidents Overview

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The Pet Incident feature in PetExec gives you the option to track incidents or events that happen during a pet's stay at your facility. Pet Incidents can be added to the pet's record to keep track of issues related to pet behaviors and more. With the Pet Incident features you can do the following:

- Add custom incident types along with icons (i.e. Fighting, escape, injury etc)
- Add incidents for specific pets
- Make incident icons visible along with pet advisories
- Manage all incidents for all pets
- Have visibility to incidents that happen during a pet's stay during the checkout process.

Here is how to use Pet Incidents in your PetExec system:

Set up incidents types. There are some default incident types added to give you a head start, add your own and remove any you don't need.

Menu→Company Preferences→Misc. Settings→User Defined Options.

1. Category →Incident type
2. Name the incident type (i.e. injury, aggression, illness)
3. Sort order will define the order this incident type appears in the drop down when adding an incident for a pet
4. Color and Icon will be displayed related to any incidents added for pets.
5. Click to add the incident type.
6. Click to edit/delete Pet Incidents. Clicking edit will display the incident in the Add/Modify User Defined Options section at the top of the page.

User Defined Options (i)

Caution: If you have been using the eScorecards, please consider the possible implications to your historical data before making changes.

Add / Modify User Defined Options

1 **Category** 2 **Option Name *** 3 **Sort Order ***

Select a Category

4 **Color** **Icon** **Preview** 5 **Add Option**

Feeding Status

Option Name	Sort Order	Icon	
N/A (arriving later/leaving early/ate at	1		<input type="button" value="Edit"/> <input type="button" value="Delete"/>

BM - Normal	3		<input type="button" value="Edit"/> <input type="button" value="Delete"/>
BM - Abnormal	4		<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Incident Type

Option Name	Sort Order	Icon	
Aggression	1		<input type="button" value="Edit"/> <input type="button" value="Delete"/>
ER Vet Visit	2		<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Injury/Illness	3		<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Property Damage	4		<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Other	5		<input type="button" value="Edit"/> <input type="button" value="Delete"/>

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Add incidents to pet records.

When an incident happens related to a pet, create a pet incident to log that event. This event will be added to their pet record.

Pet Menu → Report Incident. This will open a modal window.

1. Enter the Incident type. These are the options you created in the Step 1.
2. Change the Incident date time if necessary. This date/time should reflect the date/time of the incident.
3. Incident detail allows you to note any details about the pet incident (i.e. Roxy injured her front left paw while playing outside today.)
4. Click Add Incident

Report an Incident for Roxy Jones.

1 Incident Type
Escape Attempt

2 Incident Date / Time
09/18/2019 04:51:02 PM

3 Incident Detail
Roxy tried to jump over the fence today when playing outside. Rob, who was outside with the pets, saw her, and was able to stop her. We brought her inside to play.

4 Add Incident

Close

If an incident involves multiple pets, PetExec recommends adding an incident to each of the pet's record.


Managing incidents for a specific pet

There is visibility to pet incidents throughout the system.

Pet Incident icons will appear next to the pet advisory icons:

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Current Log *There are currently 1 pets logged into Daycare.*

Pet	Owner	Time-In	Type
 <p>Roxy Jones Unknown Breed (Golden Brown, Injury/Illness - 10/15/19 11:14 AM yed</p> <p>🐕 🐾 🏠 📅</p> <p>! 🚫 🩹</p>	<p>Jones, Suzie</p> <p>\$!</p>	<p>10/15/19 03:03 PM</p> <p>Full Day Daycare</p> <p>Pickup: N/A</p>	<p>* Outdoor Playground - Small Dogs</p> <p>Pet Notes for Roxy: 11/07/17: Pet Note with note type = "behavioral". Added at Pet Record. 03/08/17: Pet Note with note type = "daycare". Added at Pet Record. Package #6982111, 10 Full Day (Full Day Only), 9 left (FULL type)</p>

Pet incident icons will show along with petAdvisories. hover over to see incident type and date.

To disable the Pet incident icons go to menu→Company Preferences→Application Preferences→Category = Dashboard→Include Incident Type icons with Pet Advisories. Uncheck this preference and click update at the bottom of the page.

Category	Preference	Status	Values
Dashboard	Include Incident Type Icons with Pet Advisories When selected, Incident Type icons will be displayed with Pet Advisory icons.)	<input checked="" type="checkbox"/>	

Pet Incidents for pets: View, edit and delete all incidents for a pet. From the pet menu→Maintain Pet Incidents:

Pet Incidents for Roxy Jones ?

☰ Jones, Suzie
☰ Roxy Jones

Incident Type
 Select an Incident Type ▼

Incident Date / Time
 10/15/19 03:13 PM

Incident Detail

Add Incident

Existing Incidents

Search:

Incident Date / Time	ID #	Incident Type	Incident Detail	Date Modified	Last Modified By	
10/15/19 01:00 PM	2	Property Damage	Roxy ate her blanket and part of her dog bed.	10/15/19 03:11 PM	PetExec Employee	Edit Delete
10/15/19 11:14 AM	1	Injury/Illness	Roxy did not feel well. She was tired and didn't want to play.	10/15/19 03:11 PM	PetExec Employee	Edit Delete

[Click here to modify Roxy Jones's information](#)
[Pet Incident Maintenance](#)

Add a new incident here.

The date and time will populate with the system date and time.

Modify to reflect the actual date of the incident if needed.

Click edit to modify an existing incident. Clicking edit will display the incident at the top of the page.

Click delete to delete an incident.

Incidents that are added during a pet's stay will be included in the checkout screen so they can be addressed with the pet parent if necessary:

Pet Incidents Added / Modified During Service Dates

Incident Date	Last Modified	Admin	Pet Name	Incident Type	Incident Detail
10/15/19 01:00 PM	10/15/19 03:11 PM	PetExec Employee	Roxy	Property Damage	Roxy ate her blanket and part of her dog bed.
10/15/19 11:14 AM	10/15/19 03:11 PM	PetExec Employee	Roxy	Injury/Illness	Roxy did not feel well. She was tired and didn't want to play.

Transaction Detail

Product/Service	Price	Quantity	Subtotal	Delete
Full Day Daycare	0.00	1	\$ 0.00	Delete
10/15/19 03:03 PM - 10/15/19 06:46 PM 3.72 hours Modify Package 6982111	Roxy			
10 Full Day (Full Day Only) (9 uses left) ✓				

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Managing incidents for all pets in your business:

Pet Incident Maintenance: From the menu → Owners & Pets → Pet Incident Maintenance: This report allows you to see all incidents for all pets, search by incident types to see all pets involved in certain types of incidents. Search by date range to see all incidents within a certain date range.

Pet Incident Maintenance ?

Search

Incident Type

Search

Search all incidents by:
Date Range
Incident Type
Pet Name

Search Results Search:

5 Pet Incidents Found

Date	ID #	Owner Name	Pet Name	Breed	Incident Type	Incident Detail	
10/02/19 06:24 PM	4	Edwards, Harrison	Emerson	Basset Hound	ER Vet Visit	Injured himself while playing outside. Took him to the vet and he got a few stitches. Called Mom and gave her the details.	Edit Delete
10/03/19 06:25 PM	5	James, Teresa	Sparky		Other	Tried to jump the fence while playing outside and came really close to making it over!	Edit Delete
10/15/19 11:14 AM	1	Jones, Suzie	Roxy		Injury/Illness	Roxy did not feel well. She was tired and didn't want to play.	Edit Delete
10/15/19 01:00 PM	2	Jones, Suzie	Roxy		Property Damage	Roxy ate her blanket and part of her dog bed.	Edit Delete
10/15/19 06:14 PM	3	Peterson, Don	Fluffy		Aggression	Nipped at daycare attendant.	Edit Delete

Search the results by keyword from the incident details.

Edit and Delete incidents.

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Pet Incident Report: View a list of all pet incidents without providing the option to edit or delete incidents. From the menu→Reports→Owner & Pet Reports→Pet Incident Report.

Pet Incident Report ?

Search

Incident Type

Search

Similar to Pet Incident Maintenance, but without the option to edit/delete.

Search Results

Search:

5 Pet Incidents Found.

ID	Date	Owner Name	Pet Name	Breed	Incident Type	Incident Detail
1	10/15/19	Jones, Suzie	Roxy		Injury/Illness	Roxy did not feel well. She was tired and didn't want to play.
2	10/15/19	Jones, Suzie	Roxy		Property Damage	Roxy ate her blanket and part of her dog bed.
3	10/15/19	Peterson, Don	Fluffy		Aggression	Nipped at daycare attendant.
4	10/02/19	Edwards, Harrison	Emerson	Basset Hound	ER Vet Visit	Injured himself while playing outside. Took him to the vet and he got a few stitches. Called Mom and gave her the details.
5	10/03/19	James, Teresa	Sparky		Other	Tried to jump the fence while playing outside and came really close to making it over!

If you don't see the pet incident menu options listed above in your system you will need to enable it for your employee type: [Click here for details](#).

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