Inspection Details

Name	Caring Hearts Animal Hospital	**Inspection Date**	1/15/2025 1:50:00 PM
Address	7850-A Stevens Mill Road Matthews, NC 28104	**Inspection User**	Nicolette Peer

Comments

Please email inspection response to bjoyner@ncvmb.org. Please contact bjoyner@ncvmb.org for questions regarding inspection certificates.

Mobile

	Answer	Question
1)	Not Applicable	Vehicle exterior appearance/condition
2)	Not Applicable	Interior clean and orderly
3)	Not Applicable	Vehicle has working locks for security
4)	Not Applicable	Emergency light source is available
5)	Not Applicable	Instruments are cleaned between procedures
6)	Not Applicable	Instruments and drugs are stored in an orderly manner
Field Surgery.0207(b)(9)		
7)	Not Applicable	Steam pressure/gas/autoclave is used to sterilize instruments for appropriate invasive surgery
8)	Not Applicable	Cold sterilization is used for minor surgery
9)	Not Applicable	Emergency drugs are available and within expiration date limit

Laboratory .0207(b)(10)

	Answer	Question
1)	Satisfactory	Clean, orderly, and dust-free
2)	Satisfactory	Refrigeration (as needed) for drugs and biologicals Thermometer Weight scales Otoscope Stethoscope Ophthalmoscope
Timely results can be available for the following:		
3)	In-House	Microfilaria or Heartworm Antigen Test
4)	In-House	Skin scraping for external parasites
5)	Referred	Flotation test for internal parasites
6)	Referred	Urinalysis
7)	Referred	Blood Chemistry
8)	Referred	CBC
9)	Referred	Necropsiesl/Pathology
	Comments: Necropsies- Griffin. Pathology- Idexx.	
10)	In-House	Micro-Hematocrit

Section Comments: Refer most labwork to Idexx. Idexx CBC, Chemistry, and Sedivue machines available in house.

Pharmacy .0207(b)(11)

	Answer	Question
1)	Satisfactory	Controlled substances in a substantially constructed & securely locked cabinet at all time
2)	Unsatisfactory	Controlled drug logs with date acquisition/quantity purchased/date dispensed/Name of client & patient

Pharmacy .0207(b)(11)

	Answer	Question
		Comments: Morphine drug log inaccurate.
3)	Satisfactory	Schedule 2 Drug log is separated from Schedule 3-5 log
4)	Not Applicable	STOP Act compliant
5)	Satisfactory	Drugs dispensed with labels must have Name of Practice
6)	Satisfactory	Drugs dispensed with labels must have Practice Address Practice
7)	Satisfactory	Drugs dispensed with labels must have Phone Number
8)	Satisfactory	Drugs dispensed with labels must have Name of Doctor
9)	Satisfactory	Drugs dispensed with labels must have Animal Identification
10)	Satisfactory	Drugs dispensed with labels must have Owners Name
11)	Satisfactory	Drugs dispensed with labels must have Date
12)	Satisfactory	Drugs dispensed with labels must have Drug I.D. and Strength
13)	Satisfactory	Drugs dispensed with labels must have Directions *For Veterinary Use Only* *Keep out of the reach of Children*
14)	Satisfactory	Drugs are dispensed in safety containers (FDA)
15)	Satisfactory	Biologicals are stored (as needed) in a refrigerator (or cooler for a mobile practice)
16)	Satisfactory	Tablets, pills, capsules are stored in closed containers (FDA)
17)	Satisfactory	Of ten (10) drugs randomly selected, how many were out-of-date (FDA)
		Comments: 0/10 expired.

Surgery .0207(b)(9)

	Answer	Question
1)	Satisfactory	Surgery performed in a manner compatible with current veterinary medical practice with regard to anesthesia, asepsis, life support and monitoring procedures as well as recovery care.
2)	Satisfactory	Clean, orderly, odor and dust-free
3)	Satisfactory	Storage is limited to items used for surgery
4)	Satisfactory	Designated room for surgery only (ex. separate dental & prep areas)
5)	Satisfactory	Well lighted (Concentrating light source & emergency lighting)
6)	Satisfactory	Quick access to emergency drugs
7)	Satisfactory	Emergency drugs within expiration date limits (FDA)
8)	Satisfactory	Oxygen under positive pressure is available *Endotracheal tubes*
9)	Satisfactory	Surgical waste receptacle
10)	Satisfactory	Sharps container is available
11)	Satisfactory	Means of sanitizing area between procedures
12)	Satisfactory	Steam pressure/autoclave/gas is used to sterilize instruments
13)	Satisfactory	Sterilized surgical packs and instruments with indicator tape & date
14)	Satisfactory	Sterilized drapes, towels, gloves, & gowns used for sterile invasive surgery
15)	Satisfactory	Recovery area provided where patient can be observed
16)	Satisfactory	Date of sterilization of most recent gown pack
		Comments: 1/9/25
17)	Satisfactory	Monitoring of surgical patients is done by:
		Comments: Surgivet- ECG, pulse ox, blood pressure, capnograph.

Radiology .0207(b)(13) & NCDHHS Radiation Protection Section

	Answer	Question
1)	Satisfactory	Posted Radiation Area sign
2)	Satisfactory	Posted Notice to Employees prominently displayed near machine
3)	Satisfactory	Copy of current Dosimetry Report
	Comments: Recommend posting report in radiology and having employees sign report.	
4)	Satisfactory	Lead aprons/gloves in good repair
5)	Satisfactory	Films are permanently marked with animal identification and date
6)	Satisfactory	Insert One: Digital DR Digital CR Hand Processed
	Comments: Digital DR.	

Record Keeping .0207(b)(12) (Based on a sample extensive medical case record)

	Answer	Question
1)	Satisfactory	Records maintained individually or per client (herd/flock)
2)	Satisfactory	Clinical Information includes Date of Service
3)	Satisfactory	Clinical Information includes Examination Results
4)	Satisfactory	Clinical Information includes Laboratory Test Results *Diagnosis/Prognosis/Treatments*
5)	Not Applicable	Clinical Information includes Vaccinations
6)	Satisfactory	Clinical Information includes Surgical
7)	Not Applicable	Clinical Information includes Radiographic
8)	Not Applicable	Clinical Information includes Pathology
9)	Satisfactory	Clinical Information includes Record of all drugs & doses dispensed/administered
10)	Not Applicable	Clinical Information includes Legible and sufficient information to comply with .0207 (b)(12a)
11)	Not Applicable	Do the records provide sufficient information for the Board to adequately investigate potential complaints?

Examination Rooms .0207(b)(8)

	Answer	Question
1)	Satisfactory	Clean, orderly, odor and dust-free
2)	Satisfactory	Access to sink and disposable towels (in room or reasonably convenient)
3)	Satisfactory	Table with impervious surface
4)	Satisfactory	Lighting
5)	Satisfactory	Waste receptacle lined with disposable plastic bags
6)	Satisfactory	Storage
7)	Satisfactory	Exam table is sanitized between patients

Section Comments: 4 exam rooms.

Animal Holding Area .0207(a)(14)

	Answer	Question
1)	Satisfactory	Cages, runs, stalls are kept sanitary
2)	Satisfactory	Cages, runs, stalls are in good repair to prevent injury
3)	Satisfactory	Climate control
4)	Satisfactory	Lighting *Litter pans, bowls, racks are clean and sanitized between uses* *Program to control insects and vermin* *Food is stored in closed containers and refrigerated as necessary*

Animal Holding Area .0207(a)(14)

	Answer	Question
		Isolation Ward *Is separate from the general traffic in practice* *Has door, ventilation fan, disinfectant foot bath or disposable booties* *Rubber gloves, anti-microbial soap, and designated isolation apparel*

Comments: Isolation ward present.

Exterior Holding Area(s)

5)	Not Applicable	Maintenance of good hygiene *Drainage to promote good hygiene* *Shade and shelter to ensure physical comfort* *Enclosed to prevent animal escape. At least one person supervising for each 10 dogs housed within each enclosure or common area.(02NCAC 52J.0204(e))*

Building .0207(b)(1,2,3,4,5,6,7)

	Answer	Question
Exterior		
1)	Satisfactory	Clean, orderly, and in good repair *Hospital sign is easily visible from street/road*
Interior		
2)	Satisfactory	Clean, orderly, and in good repair
3)	Satisfactory	Lighting
4)	Satisfactory	Ventilation/Climate Control
5)	Satisfactory	Hot/cold running water
6)	Satisfactory	Waste Receptacles
7)	Satisfactory	Restrooms for staff & clients are clean and free of clutter
8)	Satisfactory	Storage Area
9)	Satisfactory	Procedure in place for the prompt and sanitary disposal of deceased animals
10)	Satisfactory	Deceased animals are held under 24 hours or refrigerated/frozen

Posted Notices For The Public .0207(b)(19) & . 0208(C)(d)

	Answer	Question
1)	Satisfactory	*Name of practice is posted* *Current Veterinary License(s) are posted* *Current Inspection Certificate is posted* Posted notice of a Hospital that has agreed to provide overnight care (if monitored overnight hospitalization is not available at this facility)
2)	Satisfactory	After-hours emergency information posted for public (On front door/web site/answering machine) Takes own emergencies Rotates with other area veterinary practices Member of an after-hours emergency practice 24 hour emergency practice which is open to the public After-hours emergency practice which is open to the public

Comments: CVS- posted on front door.

Written Agreements Required (if service is not available at hospital) .0208(a)(c)(d)

	Answer	Question
1)	Not Applicable	After Hours Emergency Service
2)	Not Applicable	Monitored Overnight Hospitalization Services

Written Agreements Required (if service is not available at hospital) .0208(a)(c)(d)

	Answer	Question
3)	Not Applicable	Radiology Services
4)	Not Applicable	Written agreements are current and available for review
5)	Satisfactory	Inspection results discussed

Comments: Dr. White.