**1- Introduction:**

Veterinarians provide a wide range of services, playing an important role in protecting animal health, welfare, public health and the environment.

The Code of Good Veterinary Practice (GVP) is a standard that specifies the principles of European veterinary ethics and conduct and the requirements for a quality management system within a veterinary organisation.

Good Veterinary Practices:

1. To improve the ability to provide services in accordance with:

ÿ Current legislation,

ÿ Current Professional Conduct Rules,

ÿ Patient owner requirements,

ÿ Ethical principles regarding the services provided and/or animals under their care.

2. Must demonstrate the ability to consistently provide services that comply with client needs and applicable legislation.

The IVHU rules are developed by and for veterinarians and are approved by the European Veterinary Federation.
It has been prepared under the auspices of (FVE) and will be given the status of a European standard for Veterinary organisations.

The purpose of this Guide is to provide a basis for FVE member organisations wishing to implement their own Good Veterinary Practice/Quality management system scheme.

FVE member organisations may have their IVHU/Quality management system schemes assessed by FVE for compliance with this Code.

This Guide has been prepared to be used as an aid to achieving an ISO 9001:2000 certification. All quality words of this standard are therefore taken from the 2000 version of the ISO 9000 standard.

The provisions of this standard are complementary to, and do not replace, national or European legal obligations.
mez.

This code will be reviewed at least every five years.

A commitment to continuous improvement is an integral part of these rules.

## 2- European Veterinary Ethics and Conduct Principles

Veterinary establishments wishing to implement the Code of Good Veterinary Practice will ensure that veterinarians comply with the principles of this section.

2.A Veterinarians and Animals

- Veterinarians, regardless of the field in which they work within the veterinary profession, will strive to ensure the health and welfare of the animals under their care.
- Veterinarians will always consider the five freedoms to assess animal welfare.
  truck.
- When veterinarians become aware of any breaches of animal welfare legislation, they will immediately bring this to the attention of the animal(s) owner and do everything they can to resolve the problem.
- Veterinarians will treat all animals under their care with respect.

2.B Veterinarians and Patient Owners

- Veterinarians should develop and maintain a good relationship with their patients' owners.
- Veterinarians will gain the trust of their patients through good communication and by providing appropriate information.
- Veterinarians will respect the opinions of the owners and protect the confidentiality/privacy of the owners.
- Veterinarians will respond promptly and politely to complaints and criticisms.
- Veterinarians will be aware of the different needs/ requirements of their patients' owners.

2.C Veterinarians and the Veterinary Profession

Veterinarians shall learn and comply with the legislation and codes of conduct relevant to veterinarians as individual members of the veterinary profession.

- Veterinarians cannot damage the reputation of the veterinary profession.
- Veterinarians should strive to develop and maintain good relationships with their colleagues.
- Veterinarians, veterinary certification will ensure integrity.
- Veterinarians will maintain and continue to develop their professional knowledge and skills.
- Veterinarians shall ensure that there is no conflict of interest when performing their duties on behalf of a third party or another veterinarian and shall not use their position to advance the interests of the patient owner or to gain personal advantage. Veterinarians shall not accept any duties other than those requested by the patient owner without the approval of the primary veterinarian.

2.D Veterinarians and Veterinary Medical Products

- Veterinarians must understand and comply with their legal obligations regarding the prescription, preservation, use, supply and disposal of medicinal products.
- Any issues regarding the use or administration of medicinal products will be recorded and dealt with in accordance with general pharmacovigilance principles and requirements. These include:
  1. The medicinal product shall be reported to the Marketing Authority and/or Competent Authority no later than 15 days after administration.
  2. The telephone numbers / addresses of the Marketing Authorization holders and the relevant Competent Authority are available in the organization.

3. Relevant forms for recording adverse reactions provided by the relevant Competent Authority must be available in the establishment. If the Competent Authority does not provide these forms, the veterinary establishment must report the incident on self-generated forms detailing all relevant information.

2.E Veterinarians and Staff

- Veterinarians will implement relevant legislation applicable to employers, employees and business owners.
- Veterinarians and their staff will be insured for legal and professional liability.
- Veterinarians will encourage and ensure the continuous improvement of the professional and/or technical knowledge and skills of their personnel.
- Any personnel of the establishment must maintain a high level of personal hygiene and cleanliness.

2.F Veterinarians and Occupational Health and Safety

- Veterinarians shall ensure the safety, health and welfare of their staff, patients and owners, particularly in relation to:
  - Manual Carrying (Lifting and holding weights)
  - Slips, trips and falls (Protection against wet floors, rough surfaces, steps etc.)
  - Fire Safety (Dealing with flammable materials, fire and electrical hazards)
  - Work equipment (Proper use of equipment, awareness of electrical and fire hazards)
  - Hazardous substances (X-ray radiation, anesthetic gases, pharmaceuticals and hazardous products)
  - Work-related diseases

Therefore, it is the responsibility of the veterinarian to take all reasonable precautions to protect his staff, patients and owners from these problems by ensuring that:

- The facilities are safe
- Staff have received workplace Safety and Health training.
- Basic first aid is available and all staff know where to find the “First Aid Box”.
- Personnel know how to evacuate the building in the event of fire and practice these skills.
- In cases where personal safety is required, personnel are provided with protective clothing.
- Personnel and the public are informed of possible risks to themselves.

2.G Veterinarians and Public Health

- Veterinarians will try to ensure the best protection of public health.
- Veterinarians shall, when appropriate, advise owners of animal feeds on measures to minimise the risk of exposure to zoonotic agents, foodborne pathogens, residues, contaminants (biological and chemical agents) and antimicrobial resistance. • Veterinarians shall inform animal feeders of their

responsibilities to the public.

2.H Veterinarians and the Environment

ÿ Veterinarians will work to reduce environmental pollution by avoiding waste, recycling, using reusable items where appropriate and disposing of waste correctly.

ÿ Veterinarians shall endeavor to reduce environmental pollution through the careful and appropriate use of disinfectants, medical products and other chemicals.

ÿ Veterinarians will aim to be environmentally responsible through the economical use of energy and water.

ÿ Veterinarians will organise facilities for the separate collection of different types of waste so that they can be sent to appropriate recycling points.

ÿ Veterinarians should encourage owners to dispose of veterinary medical waste safely.

2.I Veterinarians and Competent Authorities

- Veterinarians shall develop and strive to maintain good relationships with Competent Authorities.
- Veterinarians shall fulfil their public service obligations undertaken on behalf of the Competent Authorities, when necessary, promptly and in accordance with the instructions given.
- Veterinarians shall ensure that there is no conflict of interest when performing duties on behalf of the Competent Authorities and shall not use their positions to advance the interests of their clients or to gain personal advantage.
- If veterinarians are requested by the Competent Authorities to perform tasks for the patient owner of another veterinarian and if the patient owner is requested to perform any other task, the veterinarians shall perform the other veterinarian's tasks for the patient owner. will not accept without approval.
-

**3. Quality Management Systems within a Veterinary Organization**

This section of the Code provides a quality management system that can help a veterinary organization that wishes to have such a system in place to increase owner satisfaction and encourage the organization to analyze and identify the needs of owners.

Controls activities that contribute to the delivery of acceptable services to patient owners.

3. A General requirements

Veterinary institution:

- Processes and practices in the organization should be determined.
- The sequence and interactions of these processes should be determined.
- It should determine the criteria and methods required to ensure that both the operation and control of these processes are effective.
- Ensure the availability of resources and information necessary to support the operation and monitoring of these processes.
- Must monitor, measure and analyze these processes.
- Implement continuous improvement of these processes. is.

The quality management system will be defined, documented, implemented, re-examined, controlled and continuously improved.

3.B Documentation requirements

Quality system documentation will include:

- A signed declaration by the management expressing the quality policy and commitment,
- A quality manual or handbook (written, documented and updated) containing the documented procedures of the quality management system as well as a description of the processes and their interactions.
- Procedures for all processes affecting service quality (written, documented and updated),
- All documents required to ensure the planning, operation and effective control of processes.

The level of documentation depends on the size of the veterinary organisation and the type of its activities.

Documentation can be in any format and any type of support.

All documents affecting the quality of service:

- Dated, approved before publication (signed by responsible persons) and recorded,
- It is distributed to the relevant personnel in line with the pre-determined distribution lists,
- Re-examined, analyzed, updated and re-approved according to a written procedure,
- Usable, legible and easily identifiable at points of use.

Documentation will be defined, implemented, reviewed, controlled and continually improved.

All externally sourced documents (applicable regulatory requirements, ethical rules, etc.) will be identified, available and controlled.

Unintentional use of old documents shall be avoided. If such documents are preserved, they shall be formally identified.

Records will be kept securely for a period of five years or longer, if required by legislation, in accordance with a documented procedure.

3.C Management responsibility

Management should develop a quality policy and involve the organization's staff in it.

The quality policy should include strategic directions for the organization and be designed to meet applicable regulatory requirements as well as patient owner needs.

Management will be committed to ensuring the success of this step.

3.CA MANAGEMENT WILL PLACE, PLAN AND DOCUMENT THE QUALITY POLICY IN A CONSISTENT MANNER.

The quality policy defines the goals and quality objectives that must be achieved for the benefit of the patient owners (improvement of satisfaction, latent needs, competitiveness) as well as for the benefit of the organization itself (efficiency, profitability).

Hierarchical and achievable quality objectives should be defined consistently.

Activities related to quality objectives should be defined and planned.

Necessary resources (financial, material, human) will be taken into account.

3.Cb “PATIENT OWNER FOCUS” WILL BE IMPLEMENTED

Measures will be taken to identify external patient owners and interested parties, determine their needs and assess their satisfaction.

This information will be communicated and understood within the organization.

3.CC AN INTERNAL COMMUNICATION POLICY WILL BE IMPLEMENTED

Management must communicate the quality policy and information about the quality of services throughout the organization.

Management must set an example.

Management should recognize staff efforts and achievements.

3. RESPONSIBILITIES AND AUTHORITIES OF INDIVIDUALS WILL BE CLEARLY DEFINED

An organizational chart will be created.

Any staff member will have an understanding of what their responsibilities are.

A person responsible for quality and authorized to take necessary action must be appointed by management.

3. THE SUCCESS AND RELEVANCE OF ORGANIZATIONAL GOALS WILL BE EVALUATED AND REVIEWED AT PLANNED INTERVALS.

Whether the targets have been achieved is evaluated and for this purpose, the results of internal audits, patient owner feedback, process performance analysis and non-conformance statements are taken into account.

The organization's strategy will be developed (process reviews, management reviews).

3. D. Management responsibility

Whether the targets have been achieved is evaluated and for this purpose, the results of internal audits, patient owner feedback, process performance analysis and non-conformance statements are taken into account.

The organization's strategy will be developed (process reviews, management reviews).

3. THE ORGANIZATION WILL IMPLEMENT AN EFFECTIVE HUMAN RESOURCES MANAGEMENT STRATEGY

The organization must implement an effective human resources management strategy, taking into account applicable regulatory requirements, estimated workload, need for replacement and competence of personnel.

Job descriptions will be available for every position within the organization.

Personnel will be recruited taking into account their job roles and appropriate selection criteria.

When recruiting new staff, the organisation must ensure that they have the formal qualifications required to undertake and carry out the activities for which they are recruited and that they comply with the professional rules that apply to them.

In-house training will be provided to personnel joining the institution.

The development of staff knowledge and skills will be encouraged and ensured through a development activity programme that is continuously and periodically evaluated.

Personnel-related documentation, such as employment contracts or equivalent, job descriptions, evidence of completion of formal qualifications, continuous development activities and appraisals, should be created and recorded.

3. Db ORGANIZATION WILL IMPLEMENT EFFECTIVE MANAGEMENT OF MATERIAL RESOURCES

3.Db1. Facilities and surroundings

The facilities and their surroundings will be suitable for the needs and activities of the organisation as well as applicable regulatory requirements.

A plan of the building and its surroundings and their use shall be recorded.

The safety and maintenance of the facilities and their surroundings will be ensured and recorded.

Cleaning and/or disinfection of the facility and its surroundings will be planned, documented and in accordance with hygiene rules.

The facilities and their environment and their management will be documented, evaluated and re-examined at planned intervals.

3.Db2. Equipment (portable and immovable)

The equipment will be suitable for the needs and activities of the organization as well as applicable legal requirements.

A list of equipment and its specifications will be available.

Maintenance and calibration of equipment should be planned and documented.

Cleaning of equipment must be planned, documented and comply with hygiene rules.

Equipment and its management will be documented, evaluated and re-examined at planned intervals.

3.Db3 Support processes

An effective system will be implemented to maintain patient owner records and related documentation.

A library on current professional practices will be available.

Cleaning, disinfection and sterilization will be organized in accordance with the services offered by the establishment and the relevant regulatory and hygiene requirements.

Waste disposal will be organised in accordance with applicable regulatory and hygiene requirements.

Appropriate security measures will be arranged and provided.

Support processes and their management will be documented, evaluated and re-examined at planned intervals.

3.Dc ORGANIZATION WILL IMPLEMENT EFFECTIVE MANAGEMENT OF THE WORK ENVIRONMENT

Rules regarding health and safety (fire and electrical hazards, X-ray radiation, hazardous products, restriction, work-related diseases…) must be established and adhered to within the organization.

Working conditions will be evaluated at planned intervals.

Evaluations of staff satisfaction should be planned and documented.

The work environment and management will be documented, evaluated and re-examined at planned intervals.

3. E-Service implementation

Veterinary services involve many related activities (processes).

Identifying and appreciating their interactions increases the consistency and effectiveness of these services.

3. Ea WILL DEFINE THE ESTABLISHMENT PROCESSES-
TRUCK

Various processes of the organization will be determined.

Their interactions will be described.

3. Eb ORGANIZATION COMMUNICATION WITH THE PATIENT OWNER
IT WILL BE RECEIVED

The organization must determine patient owner needs.

The organization must take into account any relevant applicable regulatory requirements.

The organization must inform the patient owner (explanatory leaflets, recall system ...).

The establishment must record owner complaints.

3.EC WILL DOCUMENT THE ORGANIZATION PROCEDURES

For each operation, the necessary resources (materials, equipment, consumables, medical products ...) will be allocated.

Responsibilities will be allocated for each process.

Standard operating procedures or work instructions shall be available.

Quality indicators will be defined for each process.

3.Ed WILL CONTINUOUSLY MANAGE THE HORIZONTAL PROCESSES OF THE ORGANIZATION (PATIENT RECORDS, CASE MANAGEMENT PROCEDURE, MEDICAL PRODUCTS AND SUPPLIES, PRESCRIPTIONS, CERTIFICATES).

3.Ed1. Patient owner record

Records must be written in detail, legibly and clearly, and in accordance with the legal requirements applicable to each patient owner.

Patient owner confidentiality will be ensured.

Records must be organized, filed and constantly accessible.

The reasons for the consultation and the results of the initial assessment will be recorded in the patient owner record.

Records should include all procedures performed in chronological order.

Specific information (e.g., laboratory analyses) should be associated with or identified in patient owner records.

Administrative information (unpaid invoices, deferred payments, complaints…) will be linked or referenced to the patient owner records.

3.Ed2. Case processing procedure

The veterinary establishment should organize and provide a system for the continuous acceptance of cases. If this is not possible, there should be an established procedure for referring owners to another veterinary establishment. Precise and understandable information regarding access to an alternative establishment should be available through any normal means of communication.

All correspondence will be responded to promptly and courteously.

There will be a priority case handling procedure for any emergency situation.

If a request for assistance does not fall within its jurisdiction, the agency must be willing and able to refer cases to another agency.

The initial and regular evaluation of the case will be communicated to the patient owner in a clear manner.

The patient owner will be informed of the benefits, risks and costs of the services offered and the patient owner's informed consent must be obtained before any services are provided.

The organization will inform the patient owner of its tariffs and will apply the tariffs consistently.

Detailed invoices will be issued showing all services and products provided.

The animal's specific needs (anxiety, pain, well-being...) will be identified and addressed.

The patient owner's specific needs will be identified and addressed.
truck.

Continuity of services will be ensured.

3.Ed3. Medical products and consumables

Establishments with stocks of medical products/consumables shall have documented systems in place to ensure that medical products/consumables are ordered, received, stored, administered, distributed, prescribed and destroyed in a manner that takes into account relevant legislation and manufacturers' recommendations.

A list (standard and quantity) of medical products and consumables that must be kept in permanent stock will be created.

Stock control (ordering, receiving orders, delivery and rotation) will be established and documented. Documentation will be filed to enable traceability.

Expiration dates, usage times and condition of medical products will be checked regularly.

Products and suppliers will be selected according to predetermined quality criteria.

3.Ed4. Prescriptions

Prescriptions will be written in a precise, understandable manner and in accordance with applicable legal requirements.

Medicinal products are administered, dispensed or prescribed only on the basis of a presumptive diagnosis obtained after adequate clinical examination of the animal(s) or a representative sample of the relevant animal group.

For contract farms for routine veterinary supervision (subject to written protocols or equivalent agreed with the person responsible for the animals) and for routine preventive anti-parasite treatments in companion animal practice, the above may not be necessary for some types of medicine.

Prescriptions shall be filed in a manner that will enable traceability of products and services to be established.

Patient owners shall be informed about the risks and possible side effects of the use and administration of medical products.

The benefits and costs of the prescription will be evaluated in relation to the patient owner.

3.Ed5.Certificates

Certificates will be issued for predefined purposes and will be considered as a declaration of status with the competent authority.

All necessary steps will be taken to ensure the integrity of the certification.

Certificates will be written in a precise, clear manner and maintained in accordance with applicable legal requirements.

Legal standard documents will be used where necessary.

Certificates will be recorded and filed to ensure their traceability.

3.Ee will control the measurement and research equipment related to the establishment processes.

A list of all measuring and research equipment will be prepared.

Equipment will be regularly inspected, maintained and calibrated.

3.EF WILL PERIODICALLY EVALUATE AND RE-EXAMINE THE ORGANIZATION PROCESSES AND RELATED DATA.

Processes will be regularly evaluated and re-examined.

Communications with the patient owner will be regularly evaluated and re-examined.

Documentation of processes will be regularly evaluated and re-examined.

Data and information generated by various processes and their management will be regularly evaluated and re-examined.

The controls of measuring and surveying equipment will be regularly evaluated and re-examined.

3.F. Measurement, analysis and improvement

3. THE ORGANIZATION WILL DETERMINE, COLLECT AND ANALYZE DATA THAT EVALUATES THE RELEVANCE AND EFFECTIVENESS OF ITS SERVICES.

Satisfaction surveys will be planned, conducted and analyzed.

Owner complaints will be collected and analyzed.

Internal audits should be planned, conducted and analyzed.
is.

Data regarding processes and their indicators will be collected and analyzed.

Data on controls of measuring and research equipment should be collected and analyzed.

Data regarding the non-conformity of services and products will be collected and analyzed.

3.Fb ORGANIZATION WILL CONTINUOUSLY DEVELOP ITS QUALITY MANAGEMENT SYSTEM.

All data and analysis related to paragraph 3.Fa shall be documented, recorded and communicated within the organization.

All data and analyses related to the review of management processes and support processes will be documented, recorded and communicated within the organization.

Quality meetings should be planned and held to re-examine and improve the functioning of the organization by encouraging the participation of all personnel.

Corrective actions regarding nonconformities will be defined, implemented, recorded and reviewed at planned intervals.

Preventive actions regarding possible nonconformities will be defined, implemented, recorded and reviewed at planned intervals.

**4. Definitions**

Competent Authority: The central authority of a Member State with authority to carry out veterinary checks, or any authority to which it has delegated this authority.

Suitability/conformity: Meeting a requirement.

Continuous improvement: Iterative activity to increase the ability to meet requirements.

Corrective action: Action to eliminate the cause of a detected nonconformity or other undesirable situation in order to prevent recurrence.

Patient owner: The recipient of a product or service.

Owner satisfaction: The owner's perception of the degree to which the owner's needs are being met.

Documentation: All records in any form (including, but not limited to, written, electronic, magnetic and optical records, scans, x-rays and electrocardiograms) that describe or record the method, procedure and/or results of an activity, the factors affecting an activity and the actions taken.

Documented system: A system that allows the user to add data legibly and in detail through documentation (in hard form or electronically), to order data efficiently, and to facilitate the retrieval and control of data. The system should have a built-in mechanism to prevent data from being lost or accidentally altered.

Good Veterinary Practice: Veterinary medicine
A standard that ensures that the services provided by the profession are consistently produced and controlled according to the quality standards defined by the FVE.

Interested party: A person or group with an interest in the performance or success of an organization (i.e. stakeholders such as patient owners, owners, staff, suppliers, unions, partners or the community).

Internal audit: Implementation of corrective action by an independent member of the relevant veterinary organization and its effectiveness.

Regular or periodic evaluation of the implementation and effectiveness of the quality system, including checks on its

Management: Coordinated activities to direct and control an organization or the person responsible for it.

Management system: System for establishing policies and goals and achieving them.

Nonconformance: Failure to meet a requirement.

Organization: A group of people and facilities in which responsibilities, authorities, and relationships are arranged.

Organizational chart: A schematic description of the roles, responsibilities, and hierarchical organization within the organization.

Staff: Anyone employed by or working for an organization.

Pharmacovigilance: Post-authorization surveillance of medicinal products.

The scope of veterinary pharmacovigilance includes:

- Suspected adverse reactions in animals, including those that occurred when the products were used off-label.
- Lack of expected activity
- Human reactions to veterinary drugs
- Possible environmental problems
- Violations of approved residue limits

Preventive action: action to eliminate the cause of a possible nonconformity or other potential undesirable situation in order to prevent it from occurring.

Procedure: A specified way of carrying out an activity or process.

Process: A set of interrelated or interacting activities that transform inputs into outputs.

Processes can be classified into three types:

- Implementation processes that are easiest to define because they directly contribute to service delivery (e.g. consultation, hospitalization, surgery, etc.),
- Support processes that bring the necessary resources for the implementation processes (e.g. patient owner records, scientific data and information, equipment, etc.),
- Management processes that direct and ensure consistency of implementation and support processes by determining the organization's policies and objectives.

Defining processes enables all personnel of the veterinary organization to analyze their own activities and interactions, thereby improving the integrity of the system.

Quality manual: Document that states the quality policy and describes an organization's quality system, listing in an orderly and classified manner all protocols, work instructions and record forms currently in place.

Quality: The degree to which a set of internal characteristics meet requirements.

Quality management system: A management system for directing and controlling an organization with respect to quality.

Quality policy: An organization's general intentions and direction regarding quality, as formally stated by management.

Requirement: A stated, often implied or mandatory, need or expectation.

Review: An activity undertaken to determine the suitability, adequacy and effectiveness of the subject to achieve the specified objectives.

System: A set of interrelated or interacting elements.

Traceability: The ability to trace the history, application, or location of what is being examined.

Veterinary control: Any physical control and/or administrative formality aimed directly or otherwise at protecting public or animal health.

Veterinary organization: Any organization in which any field of veterinary medicine and/or science is practiced.

Veterinarian: Any evidence of a veterinary medical degree, certificate or other formal qualification necessary to undertake and carry on the activities of a veterinarian.

Veterinary Practice: Sum of buildings, infrastructure, veterinarians, support staff and required documentation.

However, the term veterinary practice in Good Veterinary Practice is defined as any veterinary service provided by a veterinary establishment.