



Color-Coding

Maddie's Pet Assistant offers a color-coding system, whereby colors are assigned to caregiver survey responses. This allows your staff or volunteers to quickly prioritize or deprioritize items that may need more or less attention. Color-coding appears: 1) on the website's survey review screen, and 2) in survey reviewer emails.

Legend

Flag means pay attention. Color indicates severity.

Red: Indicates a seriously concerning answer which requires immediate attention.



Yellow: Indicates a mild to moderately concerning answer.



Blue: Indicates a submission should be reviewed; response may or may not contain a concern.



Criteria for Colors

Red flag or box: *indicates a seriously concerning answer which requires immediate attention.*

- High urgency; emergency
- Examples:
 - Any aggression, including biting
 - 'Extremely concerned' selected on any question
 - 'Terrified' selected on shyness questions
 - Difficulty breathing
 - Straining to urinate

Yellow flag or box: *indicates a mild to moderately concerning answer.*

- Intermediate urgency
- Examples:
 - Elimination in an inappropriate location
 - 'Somewhat scared' or 'Scared' selected on shyness questions
 - 'Somewhat concerned' or 'Concerned' selected on any question
 - Infrequent vomiting
 - Slight lethargy

Blue flag or box: *response may or may not contain a concern in written text.*

- Submitted comment(s) in a survey (e.g., any free text)
- Submitted picture(s) and/or video(s) in a survey or via the 'camera' icon function
- Submitted comment(s) through 'comment' icon function

No color-coded flag or box: *submission is not likely to cause concern*

- No moderately or severely concerning answers
- No likely concerning comments submitted within the survey

Note: As a best practice, we suggest you personally respond to a caregiver's first survey or comment submission, regardless of flag or color code. Thank them for their participation and let them know they're doing a great job!