



MADDIE'S[®] Pet Assistant

Flags and Color-Coding

Survey responses in Maddie's Pet Assistant are color-coded to help you see what is most urgent, allowing your staff or volunteers to quickly prioritize or de-prioritize items that may need more or less attention. Color-coding appears: 1) on the MPA Website's Survey screen, and 2) in emails to primary and secondary survey reviewers.

Legend:

A flag means something needs attention and review. The color indicates the level of urgency.

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



- High urgency; emergency. Examples:
 - Biting
 - 'Extremely concerned' selected on any question
 - 'Terrified' selected on shyness questions
 - Difficulty breathing
 - Straining to urinate

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



- Occurs when:
 - Comment(s) in a survey (e.g., any free text)
 - Comment(s) through 'comment' icon function
 - Picture(s)and/or video(s) in a survey or via the 'camera' icon function

No color: Indicates submission is not likely to cause concern

- No moderately or severely concerning answers
- No "free-text" 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. You can thank them for their participation and let them know they're doing a great job!

