**10.31.17**

**Group Meeting Notes**

**Everyone:**

Review from last meetings

* Vet Source: It's all about presentation! Make sure clients know they will save money and have it shipped directly to their door!
* Lepto: Our sales have dropped since our lunch and learn. Remember we consider it a core vaccine now, don't just ask clients if they go hunting with their pet. Lepto is zoonotic, and every pet who goes ourside (every breed, every size) is exposed to Lepto.
* Euth procedure:

1. Receptionist will schedule appointment and discuss aftercare, write down owner's wishes in the appointment screen.
2. When the client comes in, the receptionist will take them to the comfort room (or room 1 if there are a lot of people). The comfort room should be set up by the technician prior to the appointment.
3. The technician goes in, confirms client's wishes for aftercare, answers questions, explains the process of euthanasia and gets paperwork signed.
4. The technician will leave the room, put the charges in Avimark and give the pre-invoice back to the owner.
5. The technician will take the credit card from the owner and go to reception to checkout. The technician can either invoice the client out themselves or ask a receptionist for help. When checking out, please write "in-room" along with your intials for the signature line. Return the card along with the reciept to the client.
6. The technician will then place an IV catheter if neccessary and proceed with the euthanasia.
7. After the technician escorts the client out the treatment area door, they will do a clay paw if needed, call Faithful Companion if needed and process the chart and sympathy card as directed by the doctor.

* Rebate info sheets are located by each exam computer. Interceptor $15 Instant Rebate when the client buys 12 month supply.
* Remember that there is a price break when a client buys a whole bottle of Apoquel, Carprofen and Thyro-tabs.
* Kim’s last day at ITAH was Monday 10/30. We wish her well in her future endeavors.
* Labels - initials for EVERY ONE and the expiration date. Two different medications CANNOT go into the same bag.
* Please remember to color code the appointment when scheduling, the reminders that we send to clients are based on color-coding.
* "O notified" is not enough info for CCOM/test results, please note who you spoke with (Mr. or Mrs.) more details are better!

**Technicians:**

* History Taking:

1. S - "Exam & Vax" isn't enough; note concerns, HWP/f/t prev, etc.
2. O - List all test done (even the ones they decline)
3. A - The Dr. will complete this section.
4. P - Note what we are doing for the patient today. List vaccines (note if it's Purevax and if it's 1yr. or 3yrs.) and location given.
5. Discharge instructions: Use glossary terms if appropiate; more info is better, we want our clients to be educated when they leave.

* Training Videos: Dr. Tabony has created training videos on FNA's and UA's on the ipad, all new technicians please watch the videos and then demonstrate in front of Becca, Julie or Sharon 3 seperate times in order to sign off on the technician board. COMING SOON: Tonopen demo and Fear-Free Restraint.
* Technician Manual can be found on the server under "MANUALS!" Thank you to everyone who contributed. You can use the F9 search key to find what you're looking for.
* We have 2 tablets in the Dr.'s office for client use only, the letter "G" will unlock the tablet. It will allow clients to view our website, veterinary partner, Heartworm society, and our youtube videos of Dr. Gawel & Maddy. Please hang the sign on the exam room door to ensure the tablet is returned to the office to charge. The goal is to use 1 visual aid per appointment!
* Cat Towel Warmer: Coming soon! The towels will be infused with Feliway and should be used for cat appointments.
* Remember to restock rugs in the rooms at the end of the day. Each rug is label with what room it belongs in. If rugs are stained, please keep them in the treatment area for use. Dr. Tabony will get new rugs and towels soon.
* Dental Pictures will now be printed from the dental x-ray computer and printed to the doctor's office printer.
* Potandim / petandim: A new antioxident supplement for dogs. There is a handout in the drawer for anyone interested.
* Lab prices are GREAT and we started the EVERY PET, EVERY YEAR campaign in the spring but lab numbers are going down, we will change "Internal Health Testing" to "Wellness Bloodwork" soon
* Remember that clients can hear everything you say! Even 'What's wrong with you' in the treatment room can be heard by a client and leave a very negative impression. Drs don't want to be the 'bad guys' either!
* Surgery fee minimum of $75.
* If you are going to walk away to place order, go to the restroom, etc. PLEASE let the doctor know.
* Cytopoint- enter amount given and route of administration
* Perioperative Pain Control – Enter what and how much in notes box
* Surgery- Enter type of surgery in notes box (mass removal, splenectomy, enucleation, etc)
* Reminder: The 7:50 technician should come straight to the treatment area after clocking in to do the morning checklist duties and get the 8:00 appointment.
* Hospitalized Patients: Doctors should transition the case to another doctor if needed. Tech in charge of the hospitalized patient should also transition the patient to a technician working with the doctor in charge. Remember to communicate with each other! All patients should have a cage card and a T-port if on IV fluids.

**Reception:**

* Training plan- What things do you all need clarification on? (Glucose curves, heartworm treatment, orphaned animal fund, etc) What other items do you get stumped on regularly?
* Bandage changes should be forward booked and set as a progress exam with Dr (Drs may sometimes double book these if needed)
* Credit card on file should NOT be stored in the safe. We should not have copies of credit cards or credit card numbers written on random post it notes.
* Coupons- Free night of boarding coupons should be enclosed with nightly deposit at the end of the day.
* Returned samples – When a client brings a urine or fecal sample to drop off at the front desk. You need to pull the patient up in Avimark , review why a sample is being dropped off and print a Requisition Form to go with the sample. A guide to determine which code to enter as well as instructions to do so is located in the “Fecal Results” Folder. The only time a sample should be taken to the lab without a REQ Form to accompany it is when a client is here for an appointment and brings the sample with them.
* Phone greeting- Reminder ITAH standard should be:

1. Positive opening (Good morning/afternoon or Thank you for calling)
2. Indian Trail Animal Hospital
3. This is “ your name”
4. HOW MAY I HELP YOU?