Group Meeting – March 20th, 2018

Antech- Wellness Bloodwork Strategies and Tips

* Early detection:
  + Be proactive instead of reactive.
  + Remember animals hide illness!
  + It’s always good to have a baseline
* Client objections:
  + Dr. Google
  + The economy – clients believe they’re saving money by not taking their pets to the vet.
  + Sticker shock
* Sell the owner 3 times (with no judgements!)
  + Reception: Remind owner to bring a fecal sample, hand out brochures in the lobby, etc.
  + Technicians: Have open communication with the client; educate them! Collect samples while pet is in the treatment area, inform owner about bundling (canine mini plus vs. HWT and fecal)
  + Doctors: Tell the client stories about past cases, be empathetic, help them split costs (do bloodwork as a tech visit) etc.
* A pet missing 1 year of bloodwork is the equivalent to a person missing 5 years of bloodwork!
* The challenge! If we can do more complete bloodwork panels for April, May & June (individually, not combined) we get pizza!

|  |  |
| --- | --- |
| Canine Complete | Feline Complete |
| April 2017 – 95 | April 2017 – 22 |
| May 2017 – 69 | May 2017 – 27 |
| June 2017 - 98 | June 2017 – 16 |

* If you are preforming bloodwork on your own personal pet, please write “Doctor Pet” on your req. form.
* Use code “86143” for no charge fecals (already changed in Avimark).

**Dr Tabony:**

* ProHeart
  + No longer need to hand out client info sheet (just note lot number in medical record)
  + Remember, RIGHT shoulder right at the beginning of the year (Jan to June), LEFT from July to December
  + Great product for any client that has missed. If they have missed once, they WILL miss again!
* Arthrocil / Dasuquin
  + both are great products but it only makes sense to keep one. Dasuquin is a bit smaller in size for the patient and the hospital can purchase it in smaller quantities
  + We'll be out of Arthrocil Stage 1 soon, but have a lot of Stage 2 and 3. We'll price them to be the SAME AS DASUQUIN PER PILL and encourage those that are already on Arthrocil to continue using it. New starts will go on Dasuquin.
* Heartworm tests
  + HALF of the over 4000 dogs that ITAH cares for DO NOT HAVE A CURRENT HEARTWORM TEST! Right now, in Union County, CAPC estimates that 1 in 82 dogs has heartworm disease. That means that we likely have TWENTY FIVE DOGS IN OUR CARE WITH HEARTWORM DISEASE THAT DON'T KNOW IT.
  + Let's utilize the upcoming quarter 2 discounts on heartworm testing and Interceptor Plus purchases ($25 off!) and how about a $10 add on heartworm test with a mini-plus panel
* Payment Banc is no longer. Encourage care credit or see Shannon

**Hunter:**

* Plumbing Issues – Liquid only in the sinks!
* Janitorial
  + Use “Image” cleaner for the floors.
  + Make sure to keep the pump when the bottle’s empty.
  + If something needs to be fixed, utilize the whiteboard by room 6.
* Inventory- Obsolete items
  + Make sure to use the hospital use
  + Surgery team: make sure to do the inventory log for all injectables.
* Royal Canin GI Home Care Kits
  + $26; includes 3 cans for GI low fat (with lid) and a small bag of dry GI low fat.
  + Great for GI cases or post-surgery.
* Ideal Balance: we are limiting the amount of maintenance that we’ll keep in stock. Ideal balance will be our recommendation.
* 2nd quarter promotion (April-June): $10 off a heartworm test with the purchase of 6-12mth supply of Interceptor (rebate included). Code is coming soon; make sure the discount is the correct amount (especially clients with CHS discount).
* Alarm won’t sound if any door is open, when setting the alarm make sure it sounds before you leave. If the alarm goes off, there is a 1-800 number on the back of the file cabinet in the mail room to call and keep the police from coming.

**Dr Gawel:**

* Cerenia Injections can be given IV if catheter is already placed in surgery. Please give slowly.

**Shannon:**

* Happy Birthday Carolyn (yesterday)
* Happy 1 yr Anniversary Samantha (Friday)
* Kelli’s last day will be Thursday March 29th
* Sharon will be our new Inventory Specialist!! Please continue ordering as usual until you’re told no to.
* Ad posted for Veterinary Assistant on indeed.com
  + Do you know anyone who is looking?
  + If someone calls or comes in to fill out an application, make note of their attire, appearance and attitude.
  + If someone calls to check on the status of their application, simply tell them that the practice manager is reviewing the resumes and will be in contact if we’re interested. You do not need to ask Shannon if she’d like to speak with them.
* Meetings are mandatory!! Unless you have been excused prior to the meeting (not day of), you are required to attend. Moving forward, you will be allowed to miss two meetings per year without consequence. After two “strikes” you will be required to stay late or come in early for 30 mins to work on a side project (likely cleaning)!!
* New Communication Board and Binder: Meeting notes and a sign off sheet will now be posted on the board. The binder will be located in the breakroom.
* Scheduling/Appointment Book reminders:
  + Puppy/Kitten Visits should be coded as Wellness/Vaccinations
  + When to alert a doctor to changes in the appointment schedule:
    - Same day appointment cancelation
    - Adding an appointment within the hour
    - Canceling or adding a surgery (and why)
* Refill reminders:
  + When refilling medications or heartworm preventatives, the provider should be RF.
  + Double check instructions are the same as previous (when appropriate)
  + Tapering dosage medications should have instructions changed at refills
  + Double check pricing for special order medications
  + Refill requests are for medications patients are **currently** taking. Not for new medications or medications a patient had years previous
* Chart changes:
* No more pet sheets for surgery patients or boarders (not seeing DVM)
* No circling of why appt is here
* Terminology- what we call things
  + Blue/pink sheet = treatment record and registration form.
  + Pet “sleeve”
  + Hard chart
* Name tags for grooms
* Time off request guidelines:
  + Put time off requests in W2W. Don’t just tell someone you need off and expect them to remember the dates.
  + Time off requests should be entered as soon as you know you need the time off.
  + If the schedule is published and you have something come up, it is your responsibility to look at the schedule and ask for trades/coverage. Once you find someone to trade or cover your shift, you must get it approved by Shannon.
* Cage cards and Name Tags: Every pet in the hospital should have a cage card and a name tag.
* Employee Pet reminders:
  + Charges should always be entered by another team member. Don’t log in and let someone else enter they’re charges.
  + Highly discounted vaccines are all listed as “Employee” Example: line item will say “Employee-Rabies Vaccine” Do not enter vaccines as you do for clients
  + Bloodwork will be discounted manually. Please print a Pre-Invoice and put it in my box. DO NOT POST invoices that need to be discounted!!
  + Provider should be the doctor seeing the patient with an E after their initials. Example: “KWE, Dr Wolfe Employee Pets”
  + You do not have to post an invoice to take a payment. Do not post the invoice unless you are certain all charges are correct!
  + Payments to employee accounts should be made EVERY 2 weeks and be a MINIMUM of 10% of the balance on account.
* Convenia charges: Add the amount in mL.
* Trifexis $50 rebates/Zoetis rebates/Instant rebates (discounts)
* Syringe boxes located in the treatment area for double appointments to keep things organized.