**GROUP MEETING – Jan 4, 2018**

**In Attendance:** Kelli, Jenna, Carley, Sharon, Kayla, Julie B, Laura, Carolyn, Melinda, Maddy, Jessica, Allie, Danielle, Samantha, Brittney, Julie Craig, Darci & Becca.

**Dr Tabony:**

Happy Birthday Kayla! Jan 6th

Congratulations Jessica RVT!!

CELEBRATING 25 YEARS IN APRIL – thank you everyone for making Indian Trail Animal Hospital the best it can be!

**New Surgery and Sedation pricing:**

* **Surgery review:**
1. Dentals, spays & neuters are charged the same way.
2. When entering charges, do not start with "Premed & Induction", instead use the "Surgical Bundle" line item (code: SX1)
3. The medical condition record should be entered under the "Anesthesia (Up to 30 minutes)" line item.
4. Remember the minimum $75 charge for surgical time.
5. Dentals + additional procedure (ex. mass removal) need to be charged with "Anesthesia Time Additional (per minute)" as well as the Drs. surgical time.

**Labs – still room to do better- LUNCH & LEARN WITH ANTECH COMING SOON!!**

* **Reception** – mention on phone
* **Techs** – assume we WILL do a panel. Remember that bloodwork is important at every age. We still offer $20 off the preanesthetic panel when it's done at the last puppy/kitten exam.
* **Drs** – follow-through with recommendations

**Techs / Reception:**

* Drs meeting next week and our focus this year is CONSISTENCY. Where are we not currently consistent?
* Very important to choose the correct Dr when filling a prescription – please pay close attention to this

**Techs:**

* Reminder to please let your Dr know if you are stepping away – leave a note if needed.
* Remember to check the reminder tab on a patient's file & update owner of what's coming next. We are able to adjust dates at the end of appointments (never rabies).
* End of Visit code with next recommended visit EVERY TIME including surgeries
* Distemper / parvo titer reminder – these would be done yearly whereas vaccination would be every 3 years.
* Remember that when you are in treatment areas – clients can hear you!

**Challenge yourself to do your best and improve every day!**

* I would like to encourage each tech and Dr to set 2-3 things at the beginning of the day that you will aim to do / improve.
* Visual aid at least once per appointment
* Utilize tablet
* Feliway towel
* End of Visit Code
* Focus on Referencing History – Last bloodwork, last exam, when heartworm/flea should be due
* Client name at least once. Pet name at least once
* Make the BEST recommendation every time and let the client guide changes to the plan if needed
* Use an open ended question at the start of an appointment to establish rapport / trust
* ‘Tell me…..’ what concerns you most about the clinical signs you are seeing…….what is new or different with \_\_\_\_\_\_\_\_\_ this year, etc

**Acupuncture:**

* Generally available Tuesday morning and Sunday evening – they can contact Dr. Tabony directly.

**Hunter:**

* **Removing Items from Inventory when not charged:** All Inventory Items used or otherwise removed from serviceable inventory but not charged to a client account must now be entered in Avimark under the new “client” account Hospital Use. Please do this as close to real-time as possible so that quantities in inventory can remain accurate and the system can prevent any shortages. As you enter items, each item should be accompanied by a note (example: I stepped on this pill and crushed it.) Please also make the entry under the correct “pet”:
* **Waste:** Items that are spoiled due to something we did. Example: Ooops, I dropped the pill in the sink or messed up this injection and wasted x amount of medication.
* **Use:** Items that are used in the hospital for whatever purpose that would normally be sold. Example: (I opened this bag of Pill Pockets for hospital use in the treatment area). Please note that cans of food opened for hospitalized patients or boarders need to be charged to the patient’s account.
* **Expired:** Any expired foods or medications or defective items, such as a broken spray can. Enter items in as they are discovered and deliver them to Hunter or Shannon so we can get credit for them if possible. Once we are done, we will make sure that anything still marginally useful can get to Good Sam.
* **VetRec:** If VetRec takes any of our inventory to use (ex: Adequan), please log it under the VetRec tab and make a note.

Once you are done, please do not post the items you have entered! Just entering them in the history will be enough to update the “allocated” amount for the items and allow the system to order them if the stock is getting low. Thank you for ensuring our inventory remains accurate, you are preventing future stockouts and saving a teammate (or yourself) from an eventual headache!

* **Controlled RX reminders:** Controlled items should also be entered in the above way to remove them from active inventory when wasted or spoiled, but all changes to controlled inventory must also be logged in the notebooks kept in the locked cabinets. If you make an error entering something in a notebook, strike through it with a single line, initial beside, and enter corrected information beside it or below it. Don’t skip lines or pages when using these notebooks, and do not open a new bottle if any remains in the previous bottle.
* **Placing Rx Orders:** To see whether a particular item needs to be ordered, check on the inventory list to see what color it is. If it is red, it should be ordered. If it is black, we should have enough on hand. Blue items have been ordered and the system is waiting for the orders to arrive or to be checked in.
* When you place an order with a vendor or supplier, please make sure you create an order in the system so that others who come behind you can see that it has already been ordered and don’t order it again. Go to the inventory list and select File>Order>New to create the order. The next box lets you decide whether you want to order from a particular vendor, category, or just select certain items. Once you finish within that box, it will open up the order either empty or with needed items already filled in. Please select the correct vendor from the list at the top right. Remove any unwanted items, add items by right clicking and selecting “Choose”, print the order list and use it to ensure you place the correct quantity with our supplier. Once you have placed the order with our supplier **(you still must place the order via their website or by phone)**, return to the order in Avimark (File>Order>Choose within the Inventory List), make any changes to the order (like removing something you didn’t order because it was out of stock) and then select Order>Release to let the system know that the order has been placed. If you inadvertently created a duplicate order, open the order you don’t want in the system and select Order>Purge.
* Most medications and all foods should be set up correctly in the system at this point. Injectable medications and vaccines are coming soon. Inventory Items for these will be designated by INV at the start of the description. These items should be ordered but not selected when putting charges on patient accounts, they will be linked to their associated treatments and the system will track their usage.
* Items like gauze, exam gloves, tongue depressors etc are obviously not tracked by the system so we still have to order them as needed. Please add them on to your orders for now.
* **Rebate Updates:** All 2017 offers have been continued into 2018. Merial rebates are good at least through Jan, Elanco codes have changed slightly-laminated sheets in treatment and reception will be replaced by tear pads arriving next week, $20 Adequan rebate is in cabinet with boxes, and new Convenia rebate to be aware of for dogs over 20lb.

**Shannon:**

* **VetSource Changes**
* Hill’s current promo is 20% off first bag with Auto-ship \*No more $8 off\*
* Royal Canin is 15% each Autoship
* **Written and Faxed Prescriptions:** We would like to be consistent with these. Drs and Techs, please see Shannon to learn our standard of entry moving forward.
* **Kitty Comfort Kits:** Are ready to be used (for existing patients only). These will be mentioned in the January newsletter to clients.Includes a Feliway & "How to get your cat to the vet" brochures, cat nip, cat treats, 2 doses of Gabapentin, a Feliway towelette, and a sticker for their carrier. Receptionists, start asking clients while scheduling appointments, how the kitty does coming into the practice and offer a kit. These are to make it easier for all feline patients, not just the ones labeled as fractious or will bite. Remember, they must be entered into the record and a drug label entered for the Gabapentin (Kitty Comfort Kit Group) See Shannon to learn how.
* **Cage Covers:** We have 2 cage covers by Shor-line available for patients who are nervous about being here or would do better with a little privacy**.** They are kept on top of the ICU cage bank.
* **Dental Month promo (staff & client):** There will be an email coming from Shannon in the next couple of days. Please read it thoroughly.
* **Entering vaccine history:** IF you make a mistake entering vaccine history, you MUST have someone fix it. DO NOT LEAVE IT IN HISTORY INCORRECT & SIMPLY ADJUST REMINDERS
* **Clients calling for estimates:** Review history. If they have not been in for a while, you should offer an appointment with a doctor. This is the best way to get a client an accurate estimate (especially for dentals).
* **Stocking rooms:** Each exam room has a laminated check off sheet that should be utilized by the tech who closes the room down at the end of each day. (Thank you Kayla!)
* **Receipts:** DO NOT ASK IF THEY WANT IT!! ASK email or print? These have valuable information that should be going home with the client.
* **Toilet paper and paper towels:** Please see Becca if you do not know how to restock the dispensers.
* **Computer use:** These are not your personal computers. Shopping, paying bills on-line, working on school projects etc. is not appropriate to do at work. If you need something to do, ASK!
* Robin is no longer with us :( She is going to be focusing her time more on school. She will be missed!
* **Boarding:** Courtesy Diarrhea Treatment- USE IT and enter the amount given. Drs/Techs, please remind kennel team to enter it into patients record when given.
* **Receptionists:** Please politely remind Kelly's grooming clients that cash tips are preferred. This is due to the processing fee that credit cards charge. We would like Kelly to get the full amount of the tip and by taking cash tips this ensures all of that money goes directly to her.