

## Group Meeting 11.15.18

### Veterinarian Recommended Solutions:

- Comprised of veterinarians
- Exclusive to veterinarians (example: no chewy.com request)
- Omega Benefits:
  - Goal: Improve ratio of omega-6 and omega-3.
  - Keep refrigerated, but not harmful if left out overnight, just return it to the refrigerator.
- Hepato:
  - Can be given with food.
  - In capsule form: you can puncture it can pour over food for cats.

### Shannon:

- Please review attached sample questionnaires for updates and changes.
  - Receptionists: please make sure clients who are dropping off fill out the form entirely.
  - Techs: Please review the patient's previous heartworm/flea/tick doses before loading the client into the exam room.
  - Remember: It is our job to educate clients on our services! Start a conversation with the client about the "additional services needed" line.
- ID cards: Please offer them to a clients and marked as declined if they say no. Please don't say "it's free!" but if a client asks, you can say it's complementary.
- The comfort room will also be the peanut butter free room for those with allergies.
- 5-appointment guideline: If you notice a doctor has 5 appointments in a row, please block the 6th appointment (no doctor will be upset about this)
- New Galliprant mats! You may add a **nice** blue/gray towel on top (none that are torn, stained or have an X on them)
- For attachments that are upside down: please print them and rescan to fix the orientation.
- Thank you to Lindsey for stocking the exam rooms with supplies such as needles, butterfly catheters, etc. Please keep them stocked!
- Exam room check off lists – use it!
- When calling clients for negative fecal results or normal bloodwork results please be encouraging and let them know they're taking the best care of their pet.
- We need a 50% deposit in addition to services we've already done for patients dropping off for surgeries such as exploratories and hospitalized patients.
- For prescriptions ready to be picked up: After the 2nd week, we will call the owner to remind them it's ready for pick up and offer to mail it.. After the 3rd week, the prescription will be restocked. Receptionists will go through them on Wednesdays.
- Reminder: all surgery patients need to be up to date on their core vaccines. Therefore, these vaccines should be updated during their consultation exam.
- Boarding: On the appointment book, it should say Monday 11/19 through Friday 11/23 along with other info such as "vax current" or " Dr. Wolfe to update vax"
- Kennel staff: There is now a boarding notes line item to enter the discharge notes for clients.
- There are Vetsource rx and diet line items to use that will show up in the rx and diet tabs of the pets record.

- If a patient dies at home, or is euthanized at CVS, CARE, etc, please mark the patient as deceased and make a note in their record.
- Medical condition will now appear on the "check-in" line item and the appointment notes will automatically import into the subjective line.
  - When checking a patient in, a pop-up box will appear asking "Would you like to create a medical condition?"
    - Exams, drop offs, TV's and surgeries = YES
    - Boarding & grooming = NO
- Subjective templates: In the subjective section go to the glossary and click history, this will show you the lists of templates available. You can also type in the code and hit shift+spacebar to automatically upload it. Use F12 to tab through the lines for efficiency.

**Hunter:**

- Please inform him when we are running low on floor cleaner.
- The cleaning crew will be coming on Friday, Nov. 23rd, since Thanksgiving is on Thursday.