Group Meeting 4.10.18

**Shannon: Video on client services**

* Statistics show that after 17 seconds of being on hold, people get annoyed. Be aware of how long you leave someone on hold to get them an answer. If you know it’s going to be a while always offer to call the client back. If owner insists on staying on the line, get in with them frequently.
* 93% of clients who are “price shopping” get a quote without being engaged by the receptionist. Always offer an appointment.
* Remember our competition with Antech. We are on track to win our pizza party, keep up the good work!
* Please get enough samples to bloodwork tubes.
  + Use more 6mL. syringes.
  + 2mL needed for purple and blue top tubes.
  + 3.5mL. needed for red top.
* Make sure to check dose on prescription refills every time they’re filled.
* Kassidy will be volunteering in the treatment area on Thursday afternoons. Please help her to learn as much as possible, don’t use her as a cleaning lady.
* Inform the doctor about any reschedules and cancellations for the day. Always inform them if a surgical procedure cancels.

**Dr. Tabony:**

* It is useful to know costs of the more frequent treatment services we offer.
  + Intestinal parasite testing: $26.30
  + Heartworm test: $42.10
  + Canine mini: $68
  + Canine mini plus: $88 ($78 through June with the purchase of 6 or more Interceptor)
  + Canine complete (1st choice 7 and over) $128 ($118 through June with the purchase of 6 or more Interceptor)
  + Feline mini: $78
  + Feline complete: $148 (1st choice 10 and over)
* Laser therapy: It is ideal to have the initial 6 treatments done within the first month. Then once a month for maintenance. If a family requests LASER therapy for a ….
  + New problem than it was getting LASER for before – schedule an appointment! We’ll be happy to make LASER therapy a part of the treatment program
  + An old problem that got bad again after they stopped maintenance care. Will likely need the 6 treatments to get jump started again. Encourage a visit. If owner resists, leave a message for their doctor
* Microscope care – we now have TWO and they are both GETTING DAMAGED! Repair to these scopes is expensive and may cause us to miss providing a staff meal or two – PLEASE! Take good care of them!
  + Focus on 10x and move to 100x BUT NEVER TAKE THE 40X THROUGH OIL!
  + Turn the light off when you are done!
  + After you are done:

1. Gently wipe the bottom of the oil objective with a Kim wipe
2. Clean the stage with alcohol on a Kim wipe when needed
   * NEVER leave the objective in oil
   * NEVER FOCUS on 100x using the large knob that makes big adjustments.

* Dental cleanings (basic anesthesia, oral exam and professional cleaning services before optional but recommended items)
  + Dog < 80lbs – mid 300’s
  + Cat - mid 200’s
* Team activity – how do you contribute to making ITAH and the services the best they can be?
  + Daily (your answers)
    - Be as helpful and efficient as possible
    - Be positive
    - se visual aids
    - Have a positive attitude
    - Smile, but move quickly and efficiently
    - Note who their technician was today so they can call with any questions (but be thorough in discussion at discharge so they may not have any)
    - Complete duties quickly and thoroughly
    - Give the best client education that I can
    - Make detailed notes in Avimark about calls and conversations with an owner
    - Will be on the lookout for an opportunity to go the 2nd mile in this way (your answers)
    - At home services
    - Update clients in detail and provide more pictures
    - Helping elderly clients in whatever way they may need
    - Help anyone having issues getting to and from the hospital with their pets
    - Help transport pet from car to room
    - Help making an aggressive animal visit painless
    - Help patients to car (x2)

**Hunter:**

* Care Credit: If a client wants to pay with care credit they MUST be the cardholder or an authorized user.
* Inventory: When releasing your order, make sure all your items are separated. For example, have a separate order for your Henry Shein items vs. Zoetis.