

Group Meeting 8.21.18

Nick from Royal Canin:

- Weight loss and owner compliance:
 - Remember obesity is a disease!
 - Owners believe love = food.
- Satiety
 - Makes owner feel full.
 - High fiber & high protein (chicken based)
 - Doesn't make owner believe they're "cutting back" on the amount that they feed.
 - Very palatable; 97% success rate.
 - Available in treats.
 - Good for long-term use, not just a "diet". It has a good nutrient balance.
 - Includes a joint supplement (glucosamine & chondroitin) as well as fish oil.
 - The small-dog variety also includes the S/O index which helps with urinating issues and fights against periodontal disease.
 - Available in dry and canned.
 - Costs 25-50 cents more per day than a regular diet.
 - Since it is a chicken based protein, consider Moderate Calorie HP for food allergy patients.
- Tools to use:
 - Body Condition Score chart to send home with owner as a report card.
 - Treat comparison chart to send home and keep clients in perspective.
 - A feeding cup for clients to accurately measure.
 - Feeding ruler to calculate how much the pet can eat.
 - Brochures to clients to take home.
- GI Home Care Kit:
 - Includes 3 cans of GI Low Fat with a lid and a 3lb. Bag. in one box.
 - Includes a probiotic within the diet, no need for Fortiflora.
- Selected Protein Diets:
 - We will carry white fish for dogs and cats. Start the patient on it and sign up for VetSource!

Shannon:

- Happy Anniversary!
 - Sharon - 15 YEARS!!!!!!
 - Jessica - 1yr!
 - Allie - 6yrs!
- Bravecto Challenge: 250 doses by the end of Sept. We are currently at 152.
 - \$20 off rebate with 1 dose - not many in stock so be sure you have one before you tell the client. The rebates will be kept in the drawer under the label printer.
- Pizza party on Mon. 8/27!
- The Party Planning Committee (or PPC for short) is Jenna, Melissa and Brittney. They will be in charge of planning social outings for the hospital. They will come up with a plan

of how much it costs, how many people want to go and when. Then they will present it to Shannon for approval.

- Going paperless:
 - Vaccine stickers will go onto the questionnaire ***Make sure these are getting signed!***
 - Tech Visits: Vaccine sticker will go onto the pet sheet.
 - Boarders: For boarders who are getting a vaccine booster and NOT seeing a Dr., the receptionist will print a pet sheet for the vaccine sticker to go on.
- The prescription bin should be empty by the end of each day.
 - If a prescription needs Dr. approval, pin it onto the Dr. board, do not set it on the counter beside their desk.
 - Unless it's a pressing issue (ex. Client is here waiting on prescription) put prescription request on the Dr. board as well, they will approve them at their convenience.
 - Techs - If a newer employee asks you a question about a prescription request, don't just do it for them...use it as a training opportunity.
 - Make sure the "unfilled prescription label box" is checked frequently and put the in the appropriate place (box to go up front, an appointment, surgery, etc)
- Lepto/Lyme Vaccine combo:
 - Charge separately.
 - Vaccine line items in **RED** or with and * beside it, **do not use!**
- Annual wellness exams with no concerns should be pushed back until the week of their reminder date, not the next available exam we have. This may help us free up our schedule for patients who need to be seen sooner.
- Vaccine boosters: Charge under the doctor who gave the 1st vaccine, not necessarily the last doctor they saw.
- Labwork: Charge under the doctor who recommended the bloodwork panel, and find out which panel we are doing before the patient arrives.
 - Start preparing the labwork around 11am and set it on the tub table so when Antech arrives, we're not scrambling to get it ready.
- Please make a CCOM note for deceased/inactive pets (ex. P died at home, P was adopted, etc)
- Importing bloodwork into Avimark: Please see Shannon (if you haven't already) to make sure it's being imported properly.