

Staff Meeting 1.10.19

Becca:

- Recap from previous meeting:
 - Continue to hand out 2019 calendars to clients.
 - Remember we still have Heartgard & Nexgard in stock if the owner wants to purchase them (and Nexgard expiration dates have been extended for 1yr)
 - Ladybug: Everyone needs to watch the ladybug training video AND have used the ladybug by the next staff meeting. Please refrain from using it on the cabinets in the exam rooms unless there's a potential contagious disease (ex. Please use it after a potential parvo case)
 - We have Gland Ease in stock! It will be kept in the stock room.
 - Please remember to communicate with clients on what will be going on after you leave an exam room. If they prefer to wait in the lobby, please walk them up front and let the CSR's know.
 - Remember to inform doctor's when a boarder is here that needs vax updated and they're staying for a short period of time. (ex. Coming in on a Friday and leaving the following Monday) Also, we are waiving the early drop off charge on those patients.
 - Resuscitation fee: Please remember to enter the total amount of drugs used in the inventory log to keep it accurate. The resuscitation fee includes an IV catheter, Epinephrine/Atropine injections, Oxygen therapy and Dr/Tech time. It doesn't include the exam.
 - Make sure to reply to doctor emails so they know we have seen and responded to them.
 - If you want to share a frustration or idea to Shannon anonymously, remember we have the email address ITAHvetsolutions@gmail.com. The password is keepsmiling!
 - Anesthesia forms:
 - Kennel: Please continue to put the anesthesia forms/hospitalization sheets in the file box below the kennel whiteboard as you're cleaning cages.
 - Technicians: Please continue to pair the anesthesia form with the patient's sedation form (located in the red folder between the check out desks) and scan them in together.
- Patient Care/Sunday Pick-up phone:
 - We have business cards that have patient care phone information on one side (for surgeries, hospitalized cases, and drop offs) and on the other side it has the information for Sunday pick-ups so owners don't need the piece of paper they were handed out previously.
 - CSR's have these cards up front to give to clients who are dropping off their pet for treatments, hospitalization or Sunday pick-ups. There are

also cards on the surgery desk as well as each drawer beside the exam computers. If you notice we are out of cards, there are more in the mail room.

- The phone will stay with Becca until she leaves at 2:30, she will then hand it off to another tech to have it until the end of the day. It will most likely be the tech or team that has the most hospitalized cases/drop offs. If there is no hospitalized cases or drop offs it will stay with the surgery team. If you are going into an exam room, the phone can stay outside of the room on the counter. If it rings, any tech can answer it.
- The phone charger is located on the power strip in front of the kennel desk. It should be charged every night.

Maddy:

- AAHA Certification.
 - In 2019, ITAH is planning to become AAHA (American Animal Hospital Association) certified.
 - AAHA is a standard of care for our patients that puts us above the rest! Some small changes have already started happening such as wearing hats, masks and booties in surgery suite. This is NOT to make your day more complicated, all of the standards are for our patients!
 - You can go to aaha.org for more info.
 - When we are ready, an inspector will come to our hospital and do a walk through with Maddy, he/she is allowed to ask anyone questions on how we do things in our hospital so everyone is on the same standard.
- Contagious Disease Protocol AKA the “Contagion Station” will be located under the sink in the treatment area. If you have a patient who is potentially contagious, you place the bucket outside of the exam room and place the correct sign on the door (Parvo/Ringworm/URI). Inside the bucket you will find everything you need: trash bags, baby wipes, potty pads, disposable gowns and shoe covers (gloves are already in the room). Please don’t go in and out of the room multiple times because that is counter productive. When you exit the exam room, take everything off and put it in the trash bag and take the trash back straight to the dumpster. If you do subcutaneous fluids on the pet, you should throw away the entire bag afterwards. Clean the bucket as well as the room afterwards. There will be directions how to properly clean the rooms depending on the possible contagious disease. There will a inventory list on what should be kept in the bucket at all times.
- If you notice a bottle doesn’t have a proper label on it, please notify Maddy.
- Crash cart:
 - Still located on top of the surgery refrigerator.
 - Expiration dates have been updated.
 - There are no intubation tubes in the cart currently.

- Emergency drugs that are refrigerated are labeled and on the shelf in the surgery refrigerator.
- The cart should be updated monthly. There is a check off list on the side of what should be in the cart on the surgery refrigerator.
- If you use the crash cart for a patient, please restock it afterwards.

Sharon: Inventory Updates

- 60mg. Galliprant is still on backorder. There are smaller and bigger sizes available so doctors may need to adjust dosage.
- Vetmedin 5mg is still on backorder however we have 2.5mg. Available.
- Methocarbamol is back! The price has gone up slightly.
- Bupivacaine is back in stock.
- We currently don't have Cefazolin but we should have more next week.
- We have a new surgical cautery cord and a loop attachment.
- We also have a new suction machine!
- Dasuquin: Additional bottles are in the stock room if you can't find any in the cabinets.
- Omega Benefits: A larger order was placed recently to see how fast we use it. Remember to keep it refrigerated once it's opened.
- If you notice anything is getting low, reminders are always appreciated.

Hunter:

- If you're having printing problems, log off and log back on the server and try again.
- Passwords for exam room computers:
 - Computer - Password#160
 - Server - password#1
- Royal Canin representative Nick will be coming by twice a month.
- Please don't use the surgical tub table next to the refrigerator, it's leaking.

Shannon:

- Please have the manual read by the 15th.
- Meeting absences: This policy will begin at the next meeting.
 - You are allowed 2 unexcused.
 - You are allowed 2 Facebook Live viewings.
 - Any more and there will be a fine.
- Paid Time Off (PTO) policy is in place for 2019, make sure you read this part carefully.
- Revenue sheet is posted on the hospital board daily.
- I/D cards: We will be unlinking the line item from the annual exam charge. If a client would like one, you will need to enter it manually.
- Vets First Choice is our preference for compounding medications.
- CSR's will no longer be pulling the hard charts for the surgeries or boarders.

- A template will be coming soon for laser therapy tech visits (you will no longer need to use the red sheet).
- Forward booking: Remember it is a statement not a question! The doctor schedule is through Dec. 2019 so there's no excuse! A spreadsheet will be in the treatment area as well as reception to see who can book the most.
- Please continue to inform the doctors with any appointment book changes (rescheduled, cancelled, etc)
- There is a spreadsheet for anytime you have to pull a hard chart. This is important because charts will soon disappear.
- Remember to use the more stuff boxes for diets, medications and FAS rating.
- ENTER WEIGHTS!
- All drop offs should get the patient questionnaire and drop off form.
- Follow ups: Technicians should clean them up from the pet sheet.