

Staff Meeting 1.29.19

David: Merck

- Bravecto is the #1 flea product sold by veterinarians.
- Flea facts:
 - It takes 24hrs. After a blood meal for a female flea to lay eggs.
 - Fleas can live in the pupa stage for up to 3 years!
 - Fleas hatch through vibrations and carbon dioxide.
- Remember treating fleas is a process. Bravecto takes the client out of the equation.
- Redosing: If it's been after 2hrs since the pat has had Bravecto, you DO NOT need to redose if they vomit. It has already been absorbed by the stomach. If you do need to redose, we need to notify David so the dose can be replaced.
- Bravecto is approved for breeding and lactating dogs
- Bravecto is labeled to use caution with seizing pets however it is very unlikely.
- Some veterinarians may use Bravecto off-label for Demodex treatment.
- No contraindications with other products.
- Rebates:
 - Mail-in only.
 - 2 doses = \$15
 - 4 doses = \$35
 - This does not have to be for the same pet, however they need to be purchased on the same day.

Shannon:

- When a client calls to ask for bloodwork results, we should always ask how their pet is doing so we can determine if they have concerns about their pets health or are they just curious.
 - Wellness bloodwork = 10-14 days.
 - Sick bloodwork = 2-3 days.
 - Remember to give clients realistic expectations.
- Optimmune vs. Optixcare: please be careful when filling these products and do not mix them up! CSR's please double check behind the techs.
- Emailing discharge instructions: The techs will be responsible for emailing the clients in which they run rooms for 2-3 days after their appointment. This is for sick and wellness appointments.
 - Step 1: clients → worklist
 - Step 2: Right click on appointment you did → accept. All appointments should be accepted by the end of the day. Your initials will be under the accept column. You can also right click → notes to add personal notes about the appointment (ex. Mrs. was taking child to soccer game after appointment)
 - Step 3: When it's time to email the client. Go to the pet screen and click on the medical condition. Copy the discharge instructions. Then go to the client portion right click → send email. Paste the discharge instructions to the body of the email

and make adjustments as necessary. (ex. Take out urine sample collection tips if they've already brought the sample back) You can also add any personal information (ex. Hope your son did great at his soccer game!) Other glossary items will be coming soon. Change the reply address to the technician email.

Dr. Tabony:

- Cleaning review:
 - Cleaning wipes coming soon to use instead of rags.
 - Remember to clean the cabinets!
 - Mop water:
 - Please wipe up any mess with a paper towel before you mop the area.
 - Change the mop water more often if it's obviously dirty.
 - Keep the mop head out of the water to keep it clean.
 - There is a new mop bucket in the surgical suite. This is for surgery only.
- Please continue to write in the "more stuff" box. (ex. Meds, diet, FAS score, etc.)
- Sedation codes: Please keep track of the time. Time starts from when they're sleepy to the time you administer Antisedan.

Hunter:

- New price changes:
 - Interceptor, Credelio and Bravecto prices went up.
 - Apoquel prices went up 10%
 - Revolution Plus coming soon, but it's the same price as Revolution.
 - Proheart price went up 7%.