

Staff Meeting 12.4.18

Becca: Recap from previous meeting

- Techs should be responsible for creating the “grid” including previous exam and reason for exam, HWP/f/t products and how many, previous blood work panel and which one, and current medications. These can be created at the beginning of the day for efficiency.
- Please continue to ask if clients would like their pet ID cards. There have been 2 lists of clients who declined the cards that have gone missing so please do not throw this away!
- The green closing duties list for exam rooms; please do not just sign off on this paper! Your initials are on it so take the time to make sure it's cleaned and properly stocked...don't get busted!
- New blue exam room towels: Thank you Brittney for creating a special place in the laundry room for these. Remember: these are NOT to be used for the surgery, kennel, etc. These are for exam rooms only!
- Euthanasia clippers: Unfortunately our euthanasia clippers were not taken care of properly and we will be getting a new pair or a new blade for the pair we have. Shannon has put a new pair of very quiet clippers in the treatment area to be used for stressed patients so the euthanasia clippers can stay in the comfort room. They should be properly cleaned after every use!
- Meeting notes: Please read the posted meeting notes even if you were at the meeting. There may be added information that was not discussed.

Hunter:

- On the top right corner of every desktop, you should see the ITAH server shortcut folder. In this folder you should be able to find client education handouts, employee folders, ITAH protocols, Kennel & Hospitalization forms, current printable forms, reception forms, surgery forms and technician forms. If you do not see the shortcut on the desktop or can't find something please see Hunter or a member of the server team (Jenna, Maddy & Carly)
- Galliprant: We are out of stock on the 60mg. 30ct. Bottles. We currently have 90ct. Bottles of 20mg and 30ct. Bottles of 100mg. Please remember the rebates are for every 30ct. Not per bottle.
- Nexgard expiration dates have been extended by 1 year. Please remember we still have Nexgard and Heartgard in stock, they are just “no longer our #1 product”. Do not send clients somewhere else to get them.
- You may start handing out our 2019 calendars to clients, no ticket necessary.

Dr. Tabony

- Thank you to everyone who helped plan and participated in the Christmas parade, it was a success!
- Please continue to use visual aids in the room, clients respond to them!

- The Ladybug cleaner: This will be used to clean enclosures, it is very expensive and potentially dangerous if not used properly. Please do not use it until you have been taught how to.
- New terminology:
 - Receptionist will now be referred to as Client Service Representatives.
 - Veterinary Nurses are registered technicians (Maddy & Jessica)
 - Technicians and Assistants will remain the same.
- Gland-Ease New product coming soon for dogs who have to frequently have their anal glands expressed. It typically takes 3 weeks to see results and approximately \$20-\$30 a month.
- Coming Soon:
 - A check-out client service representative who will stay in the treatment area workstation to answer phones and check out clients.
 - Team goals: We will set goals to generate revenue and growth in the hospital.

Shannon:

- Raffle tickets! The drawing will be on Dec. 19th at our Christmas party.
 - How to win tickets:
 - Be on time (not 1min. late!) 5 tickets/week.
 - Covering a shift - 10 tickets.
 - Being helpful - 1-5 tickets
 - Doing additional tasks - 3 tickets.
 - Nominate someone - 1 ticket.
 - Have a client leave a positive review and mention your name - 5 tickets.
 - Wear your nametag - 1 ticket.
 - Find a solution to an ITAH problem - 5 tickets.
- Christmas party will be on Wednesday, Dec. 19th at 6pm after we close. We will exchange our secret Santa gifts and announce raffle ticket winners. We will then meet at Trailhouse in Sun Valley for food and do a sock exchange. Spouses and children are welcome to meet us there. If you plan on coming to Trailhouse, please notify Shannon by Tuesday, Dec. 11th at noon.
- Christmas goodies: There is a thank you list on the door of the break room. If you receive a Christmas treat from a client it is your responsibility to fill out the information on the list so we can send a thank you note. If it is specifically for a doctor (ex. "Dr Gawel & staff") please notify them.
- Communication: It is important to communicate with the client on what you are doing after the exam is over. If they would prefer to wait in the lobby, walk into the lobby and let a client service representative know.
- Client Service Representatives: please log out of Avimark on station 4 at the end of the day to help with recurring payments.
- Referrals: Both the client who was referred and the client who referred them should be receiving credit to their account.

- Boarders who are staying for short periods of time (ex. Drop off Friday, pick up Sunday) and need vaccines updated, please notify a doctor. We may ask them to drop off early at no additional charge to give the doctor more time to complete the exam and update their vaccines.
- Resuscitation Fee - \$195. This includes:
 - IV catheter
 - Epinephrine/Atropine injections.
 - Oxygen therapy
 - Dr/Tech time.
 - It does NOT include the exam.
 - It is very important in these difficult times to establish a note taker so we can keep accurate medical records.
- Reminder: Please ask owners to bring in fecal samples! It can be very frustrating for a client who was willing to bring in a sample but was unaware.
- Rabies vaccines: If the client have no proof we are required by law to give a 1yr. Rabies vaccine. A Rabies tag does not count as proof.
- There is now an anesthesia form & treatment sheet file holder underneath the surgery white board. This folder will hold anesthesia forms as well as hospitalization sheets, glucose forms, etc. after the patient has left and the cage is being cleaned. At the check out desk, there is a red sedation form folder for CSR's to put sedation forms as the client is checking out. The surgery team will be responsible for scanning in these items.
- Please respond back to Dr. emails. It can be as simple as "ok" but just let them know you have read the email and will take care of the task they ask.
- We have an anonymous email address for employees to express frustrations and create solutions for problems. The address is ITAHvetsolutions@gmail.com and the password is keepsmiling! You will use this email address to email shannon at smlamb@indiantrilah.com.