

Staff Meeting 2.20.19

Dr. Tabony:

- Employee Assistance Program: Help for you or your dependents. Three available counseling sessions for stress in home, emotional health, financial help, etc. Visit website and use the password VMGEAP. See brochure for further details.
- Cleaning protocol: Please reference the handout for details. This paper will be located by the broom rack in the treatment area for reference.
 - Oxiver wipes: Located in each exam room *remember Hunter's dollar bill analogy...only use 1 wipe!*
 - Oxiver spray bottles: Located in larger areas in the hospital.
 - Remember to clean organic debris with a paper towel before using the wipe.
 - Other supplies (simple green, Odoban, etc) please put in the janitor's closet.
 - Spin mop coming soon for kennel runs.
 - Hunter will be re-ordering for now, then transition to Sharon, please let one of them know if we are running low.
 - During morning walks, remember to clean the cages. The ladybug should be used in the afternoon.
- Remember our mission statement and ways we can improve the human animal bond.
- We are staying with our current heartworm protocol that is in our medical protocol binder.
 - HWT - recommended annually with a 2mth "grace period" but do a microfilariae check.
 - Client needs to sign a heartworm test waiver form which will be scanned into their record and attached to the diagnosis code.

Hunter:

- Bravecto challenge - Rumba raffle: Starting March 1st if client buys 1 dose = 1 entry ticket; if client buys 2 doses = 3 entry tickets.
- Revolution plus is now in stock. We will be having a lunch-and-learn about this product at our next meeting.
- Interceptor instant rebate is back; however it is \$12 off 12 doses.
- Credelio puppy packs are now a separate line item for inventory purposes. It is \$12.50
- Royal Canin has changed their online ordering discount from 15% off to 10%.

Maddy:

- New surgery handbook: please look through it!
 - Grab anesthesia monitor form for each sedation.
 - ECG monitor is now easily accessible in the cabinet above the ET tube drying mat
 - Fluid bags are now marked and should be thrown away after 2wks.
 - If there is a color change in the line or if it's from a hospitalized patient throw entire bag and line away.

Shannon:

- Pill vials will be in use soon - this will include syringes.
- Any controlled drugs will have a new label on it, they are located in the controlled drug cabinet.
- Test result windows will now pop-up for in house test (HWT, CPLI, etc). Please remember to add them in the medical condition as well.
- Remember there is a laser therapy glossary item that we should be entering into Avimark for each treatment.
- Hospitalized patients: 7:25am techs are responsible to doing am treatments regardless of the doctor in charge. Therefore, there should be a treatment sheet made the night before. This will be the techs responsibility. The tech should look and see which tech will be taking care of them the next day. Remember to include these items on the treatment sheet:
 - Pet Label
 - Admin. weight.
 - Current weight.
 - Dr./tech in charge of the case.
 - Remember to make notes about changes in fluids. (ex. Decreasing fluids from 30mL/Hr to 10mL/Hr at 10am)
 - Make notes about anything! (Patient had a BM in cage at 2:30, clean it up and make a note)
 - Techs will be responsible for entering charges - this should be done in “real time” so the medical record is the most accurate.
 - Remember to collect deposits before clients leave.
- Darci has been doing invoice audits for the past 2 weeks. Here are areas where we can improve:
 - No pictures.
 - Declined items (bloodwork, lepto)
 - Mark check or x on questionnaires.
- Deposits:
 - TTA/TPLO = \$1,700
 - Other Dr. Haase or Dr. Ritter surgeries = \$700
 - If client is paying with Care Credit login to verify that they have enough on their account.
- Please label your personal pets so everyone knows who they are.
- Splitting pills are not our standard, we can split them if a client specifically requests it but we should offer to sell a pill splitter.