

Staff Meeting Notes

Dr. Tabony:

- We've made our April quota for the Antech challenge! Keep up the good work!
- Remember to add the "end of visit" codes for every appointment and surgery. It should include the pet's next visit, regardless of what it is (tech visit, progress exam, annual exam). Please stay at the reception desk after walking a client up front until they've scheduled their next appointment, in case they have any questions.
 - Vaccine boosters: ideally 3 weeks but it can be between 2-6 weeks.
 - Progress exam for ear infections: ideally 2 weeks but later is better than earlier.
- E-collars: Becca will discuss the options for e-collars at check-in. Always make sure the e-collar fits appropriately before the pet is discharged.
 - Plastic = \$10-\$15
 - Calmer Collar = \$10 more than the plastic ones.
- Euthanasias: For private cremations, it is the responsibility of the tech running the appointment to make sure Faithful Companion has been called. After they're called, initial the casket and make a note in the euthanasia line item in Avimark.
- Urinalysis and Fine Needle Aspirate Training: Becca will make a new list and post it on the tech board in the treatment area. There are several people who still need to sign!
- The doctors and management are discussing bigger goals for ITAH including
- Euthasol: Please log the Euthasol and Telazol in inventory use for euthanasias before they check out.
 - Doctors: If a euthanasia is scheduled, please write down dosages and give them to you techs beforehand.
 - Techs: If you don't know the amount of Euthasol to log, here's a cheat sheet:
 - Dogs - 1mL per 10 pounds + 1mL.
 - Cats - 1-2mL

Maddy: Fun with fluids

- To run a bolus, the rate should be at 999.
- VTBI = Volume To Be Infused (the amount of fluids the animal needs)
- VI = Volume Infused (the amount that has already been given, this should be cleared each time)
- Not giving enough fluids and accidentally give too much fluid is not good for the patient. Make sure the settings are correct when leaving a patient overnight, especially the time!
- If you hear the pump beeping, do not automatically hit run again. Notify the tech in charge of the patient instead, if you can't find them, turn the pump off until the Dr or tech is notified.

Jessica: Heartworm Test

- You can get a false negative on our heartworm test, but never a false positive. That's why checking for microfilaria with every test is very important!
- The blood used in the test needs heparin to run properly.
- Do not drop blood from the needle, drop from heparinized syringe or get from lavender tube with pipette.

- The test should be read at exactly 10 minutes, so make sure the time that the test started is written down (use the treatment area clock as reference).
- Make sure to write the results in the medical record!

Dr. Kaylor:

- More information is always better when asking questions. For example, don't say "this lady on the phone..." are they a client? What's their name? Who's their pet?

Dr. Wolfe:

- Please attach the medical record with emails to the doctors.

Hunter:

- We will be discontinuing some of our Hill's diets and will be stocking Ideal Balance. They advertise having natural ingredients and come in grain free.

Becca:

- Communication: Just like we communicate what we're doing with the doctors, we need to communicate to each other as a team.
- Accountability
 - Being on time: Be here and ready to work when your shift starts.
 - Completing task (example closing duties lists, follow-up emails with doctors, etc) This is not a job that you can drop what you're doing and leave when your shift is over. Everyone needs to help out so the end of the day tasks are not left to one person.
- Teamwork
 - Help other "departments"
 - Answer the phone.
 - Walk dogs if you're the 7:25 person, receptionists can help walk dogs to the kennel instead of calling other areas of the hospital.
 - Fold laundry when available. Bring rugs to the treatment area to fold in between appointments.
 - Check out clients. If you don't know how, ask me or a receptionist to show you how.
 - Fill prescriptions.
 - Ask to put a client in a room.