Staff Meeting 6.7.18

**Dr. Craig Prior – CAPC**

* 9/10 clients want to know if there are increased parasites in their community
* Use text more (though be proud that we are in the 20% that are)
* Pare down products and consider adding collar. Remember a direct question = a direct recommendation. Don’t pre-judge a client, always recommend the gold standard first.
* 20-50 percent of shelters and rescues are positive for heartworms
* Remember to call them treatment plans! (not estimates)
* Ticks active 40 degrees or above, 2000-4000 eggs, no tick season, short as 3-4 hours for Anaplasma and Ehrlichia
* No tick product 100 percent effective 100 percent of the time (you check yourself after hiking, you should do the same for your pets)
* 5 no’s to get to a yes
* Don’t ask close-ended questions. Instead of “Do you need more hearworm prevention?” Ask “What are you currently using and **when did you last apply it or use it?”**
* Set client expectations. Text videos to client of Vectra application for example. Vectra comes in a drip/splash free applicator and has the sensation of a drop of water running down you back. The pet may wiggle after application.

**Shannon:**

* Litter exams: There will be a pop-up window with directions on how to properly charge for litter exams.
  + Up to 4wks old - $45.50 for up to 3 puppies/kittens
  + $15.50 for each additional puppy/kitten.
  + Mom will be a separate exam charge.
  + You may schedule 3 puppies/kittens per exam slot, mom will be her own exam slot.
  + Vaccines will be 50% off and a bulk dewormer given to all puppies/kittens.
  + Ask doctor to schedule dewclaw removal and tail docs. This charge would be litter exam + surgical charge for each puppy/kitten.
* Follow-up calls: Remember to look for the blue follow-up tab when you’re in a pets Avimark record.
  + Remember to post the follow-up call after it’s made.
  + Cancel all follow up post for Dr. Kaylor, he doesn’t use them.
* Please write the patient’s last name on all blood tubes.
* Please pay attention to details! A boarding patient scheduled for an exam with Dr. Wolfe during their stay and Dr. Wolfe wasn’t even here, we had 3 opportunities to realize this but we missed it until Anna caught it while adding charges.