

## Staff Meeting 7.12.18

### Shannon:

- When declining bloodwork but not fecal, print the requisition form for the fecal test first. If you print it after declining the bloodwork it will have both tests printed on the form.
- Please continue to mark items declined and suspend them for 65 days.
- Please notify the doctor if an appointment or surgery cancels. Remember to also move the appointment to the “not assigned” column in the appointment schedule and make a note as to why they cancelled.
- If the surgery schedule is light, the doctor may be available to see appointments, always ask first!
- Dr. Gawel has added work-in slots specifically for him on his schedule. This does not mean other doctors aren't seeing work-ins! If you need to schedule a work-in please communicate with the doctor and see when is the best time for the client to come in. Please remember to label all work-in appointments with a doctor and state the clients expectations. Ex: “Client usually sees Dr Wolfe but needs to be seen this afternoon”
- Final Puppy Visits - There's now a reminder for the 1yr exam for a complete bloodwork panel and a heartworm test.
- Remember: How you say something can make all the difference!
  - Instead of saying “We don't carry that anymore” say “We're transitioning to a more effective product”
- Remember: We work as a team! Don't separate us into departments.
  - Instead of saying “I'll send that request to the back” say “We'll get that filled and text you when it's available”
  - Instead of saying “They recommend that” say “We recommend that”

### Brad from Merck: Bravecto Presentation

- Challenges from owners about giving flea/tick prevention.
  - Forgetfulness
  - Lack of efficacy.
  - O. doesn't want to apply liquid “poison”
- Bravecto is the first oral chew to last for 12 weeks.
- Protects against:
  - Fleas
  - American dog tick
  - Black-Legged tick
  - Brown Dog tick
  - Lone Star tick \*\*Only covered for 8 weeks\*\*
- Palatable chewable
  - 93% voluntary acceptance
  - Pork Liver Flavor (for dogs with a pork allergy, please call technical services)
  - Please give with a snack.

- Flea Efficacy:
  - 100% efficacy within 24 hours for 12 weeks.
  - A great choice for flea allergy dermatitis.
  - Begins working at 2 hours.
- No adverse events in breeding, pregnant and lactating dogs. Very safe!
- No adverse events in puppies 8wks and older tested at 5x the recommended dose.
  - Labeled for 6mths because it's a 12wk product and puppies may outgrow it.
- Ticks
  - Ticks do have to bite but Bravecto immediately begins to kill ticks and prohibits a blood meal.
- Ways to sell it to clients:
  - Less likely to forget
  - Cost effective as a 3-month supply product.
  - Very safe product.
  - Not hypoallergenic but ok unless its a specific pork allergy.
  - It's not available over the counter so remind owners of rebates.
  - If the pet vomits within 3 hours of giving Bravecto, we can replace the dose at no charge.

### **Dr. Tabony**

- Thank you Melissa for our rebate cheat-sheet!
- Instant rebates should be entered by the techs, mail-in rebates should be done by the receptionists.
- New quarter, new promotion - \$25 off complete bloodwork panels for cats and dogs.
- Bravecto and Proheart are a great combination for clients who forget to give prevention. Offer to give Bravecto at the time of Proheart.
- Please read the medical protocol and sign the sheet by the stock room.