

## Staff Meeting

### **Hunter:**

- Computers are still going into exam rooms.
- PDF attachment solution coming soon for exam room computers. (this will help us view attached records).
- Please turn the wireless keyboards off at the end of the day.
- Vetsource is now on the all computer desktops in the top right corner. Trifexis and Revolution have been added. There is no more canine revolution in the hospital.
- Dropbox should be working on all tablets and connected to the treatment computer. Dropbox will soon be added to the computers in the doctor's office. Please continue to upload pet pictures (don't wait until the end of the day!)
- Server Folders: See handout.
- We have a new shredder! Please put all pet sheets and other paper's with client's info on it in the designated "to be shredded" bins. Everything should be shredded at the end of the day.
  - 2 will be in reception.
  - 1 in the treatment area.
  - 1 in surgery
  - 1 in the doctor's office

### **Dr. Tabony:**

- Client Visuals: Brittney will distribute them in the exam room binders. Please remember to use more visual aids during appointments.
  - New visual comparison of Proheart & Bravecto vs. Interceptor and Credelio.
  - New heartworm and intestinal parasite visual aid.
- Offer to give doses of medications in the room before the client leaves.
- Fear-Free certification is due by the end of September.
- Lidocaine cost has gone up. Make sure you are charging appropriately.
  - Topical, small region - \$8
  - Topical, large region - \$15.40
  - Lidocaine or combo local inj. Anes. = \$23.40
- Sanitary Clips have 2 charges:
  - Simple - \$10.25
  - Standard - \$14.25
- New Products!
  - CET paste is now available in vanilla mint. This is a great choice for patients with allergies. It is located in reception.
  - Mirataz is a new topical Mirtazapine gel for cats. Please remember to wear gloves when handling this medication.
  - Atenolol - New feline medication for heart disease.
  - Hepato - This will replace Denamarin.
  - Fish oil - Now available in liquid or capsules.

- New Terminology:
  - “Dental Cleaning” will now be referred to as “CO-HAT” which stands for Complete Oral Healthcare Assessment & Treatment”
  - “Dental Extractions” will now be referred to as “Oral Surgery”

**Shannon:**

- Lupine changes:
  - Descriptions have been changed to include ‘Lupine’ so it is easier to search
  - Collars will all be sold by width of collar ( ½” ¾” or 1”) Diameter of collar no longer a factor
  - Leashes also sold by width as above but do have separate charge for 4ft vs 6ft
  - Exchanges will be done using “Lupine Exchange” code in Avimark and Inventory Used Field. Please do not enter a negative quantity when someone exchanges a leash or collar. Doing so puts the damaged collar/leash back into inventory!
  - Clients do not need to provide a receipt for a Lupine Exchange nor is it a requirement that they purchased it from us.
- Medication Dosage Changes:
  - Doctors will Use Diagnosis Code to flag changes
  - Techs/Tech Assistants/Receptionists be on the lookout for this on chart. Remove Diagnosis Code once that medication has been filled with new instructions (will require Doctor/manager password)
- File Changes:
  - Euthanasia/QOL Exams
  - New Client/Patient having surgery- what do you do now?
  - Registration Forms
    - Client fills out
    - Registration form travels with doctors colored folder through appointment in case they need to reference
    - At check out, receptionist will scan and attach to patient file ONLY after initialing and ensuring all information is complete in Avimark.
    - Registration will then be placed in shredder
- Any other things come up so far?
- Combo Vaccines: See Chart for details
- Candle Use
  - Do not use a new one if there is one already in use
  - These also need to be entered into Hospital Use account
- Medication Refill Requests:
  - Mailing Items- clip envelope to request
  - Verify instructions with client
  - Offer more if getting on a regular basis. Frequently used drugs with price breaks are:
    - Rimadyl
    - Apoquel
    - Metronidazole

- Tramadol
  - Galliprant
  - Fortiflora
  - Phenobarbital
- Tablets:
  - We have two tablets and an ipad for hospital use. Each team should be able to have one in use for pictures. Tech Assistants should have one available for use on three doctor days while one team is in surgery. These tablets should not only be used for patient pictures but are also a great tool for documenting skin cases, lacerations and masses for rechecks.
- Patient Info:
  - We are still having problems getting breeds, color and weights entered. These things should be one of the first things you notice when pulling up a patient.
- Emergency Exams:
  - Emergency Exams (\$80) will now be quoted to any patient who arrives after 30 minutes prior to closing. If client calls in, ask them if they will be here before 5:30pm (6:30pm on late days). Let them know that at that time, our appointments are complete and we would be happy to see them but it does go into our emergency hours in which there would be a higher fee. That **MUST** be noted in the appointment screen!! We will limit this to one emergency exam per doctor. When patient arrives, the techs and/or tech assistants will bring the patient to treatment for triage. Once triaged, we will make a plan... see patient for emergency exam, transfer to Piedmont if critical or needs procedure/hospitalization overnight, offer boarding overnight and see patient the next day.
- Drop offs:
  - Drop offs should plan to arrive prior to 11am
  - Drop offs should be back to back in the drop off column, rather than when client expects to arrive. Note expected time of arrival in appt notes.
  - If you have a client that needs to drop off later than that, get DVM approval
  - On occasion, the case load is so great that we cannot take in anymore drop offs. When that occurs, the staff will be alerted to that by a red block in the Drop off column with the doctor's name. If there is a block off with one doctor's name, the other doctors are still able to take drop offs.
  - If you have a client who requests to see a specific doctor that has a drop off block in, go speak with that Doctor directly about the specifics of the case/client and form a plan.
- Red Blocks:
  - Red blocks in the doctor's column are designed for catch up time, dismissals, phone calls, etc. Please do not assume that you can align a work in up at that time. If you need to schedule a work in at a specific time, speak to the doctors who are here! If client does not have a preference, check with both doctors.
- Bravecto Challenge- Need 39 more doses sold in the next 12 days. **YOU CAN DO IT!!**

- New Proheart codes for big dogs are in Avimark.
  - 120-149lbs
  - 150-200lbs
  - >200lbs