9.21.2017

**Group Meeting Notes**

* Vet Camp: Fall & Winter dates coming soon.
* There should be two rugs in each exam room. Please keep the rugs stocked & clean. There are numbers on the bottom of each rug to indicate which room it belongs in.
* **EXPECTATIONS:**
1. Technicians:
* Warm greetings towards clients & patients.
* Teach & inform other departments (reception/kennel)
* Help reception with phones.
* Keep client updated on the costs.
* Inform the receptionists on when the next appointment should be.
1. Doctors:
* Diagnose & treat patients.
* Keep client updated on the costs.
* Show clients compassion.
* Utilize checklist for the technicians.
* Communicate with other departments on drop-off status (ready to pick-up, needs tech discharge, etc.)
1. Receptionists:
* Schedule appointments appropriately.
* Be friendly towards clients & patients.
* Route information to the correct department (doctors, techs, kennel)
* Obtain accurate patient records prior to the appointment (not just vaccine records).
1. Kennel:
* Proper patient care for hospital & boarding patients.
1. Shannon:
* Have an open door.
* Bring new ideas.
* Maintain a high-performance team.
* Find, hire & train new employees.
1. Everyone:
* COMMUNICATION!!!!
* Be here & be on time.
* Understand & fulfill your role.
* WORK TOGETHER!!!!
* Invest in this practice & ways to improve it.
* Forward-Booking: Starting on *October 2nd*, we will begin to schedule annual exam appointments 1 year in advance. REMEMBER THE POWER OF 3 – begin talking about forward-booking in the exam room so by the time the client is checking out, they’re more likely to schedule before they leave. Make sure the client understands that we will be calling to remind them of their appointment in case they need to reschedule.
* Cytopoint injections *(formally known as CADI)*: We will only stock 40mg. vials. They are good for 56 days after opened. Please write the date on the vial after it’s opened. The opened vial is located in the door of the refrigerator in a blue pill bottle. When charging for Cytopoint, charge by the weight range, NOT by mL.
* Attention to details: If you receive a phone call about a pet being lost or passing away at home, please make a client communication note in the record and inactivate the patient or mark them as deceased.
* CARDS:
* **Group cards**: Cards that everyone signs.
* **ITAH cards**: Cards that Melinda signs “Indian Trail Animal Hospital”
* **During euthanasia appointments**:
1. Dr. decides which type of card to send out (ITAH or group) and informs technician.

GROUP CARD – Tech starts the card and sets it in the card tray in the treatment area, staples the patient’s record and writes “deceased” on it, then puts it in the 3RD drawer of the filing cabinet in the mail room.

ITAH CARD - Tech staples the patient’s record and writes “deceased” on it, then puts it in the “ITAH sympathy cards” file box located on the reception desk. THERE SHOULD NEVER BE A DECEASED PATIENT FILE LYING ON THE COUNTER!

* **DOA’s or patients who’ve passed away at home:**
1. Make a client communication note in Avimark and mark them as deceased.
2. Inform the patient’s doctor.
3. The doctor will then delegate to the technician which card should be sent out.

GROUP CARD – Tech starts the card and sets it in the card tray in the treatment area, staples the patient’s record and writes “deceased” on it, then puts it in the 3RD drawer of the filing cabinet in the mail room.

ITAH CARD - Tech staples the patient’s record and writes “deceased” on it, then puts it in the “ITAH sympathy cards” file box located on the reception desk. THERE SHOULD NEVER BE A DECEASED PATIENT FILE LYING ON THE COUNTER!

* Jenna will now be in charge of making sure the sympathy cards are signed in a timely manner. Our goal is to mail the cards 1 week after patient has passed.
* Please sign the sympathy cards in black ink.
* Maddy will be taking over Allie’s ordering list while she is out for maternity leave. This will include: Apoquel, vaccines, catheters, fluids & lines, insulin, shampoos, Convenia, Cytopoint, sharps containers & Tresaderm. Please help Maddy by informing her if you notice our stock is getting low.
* Questionnaires: New changes have been made.
1. The office use section will now have spaces to write when the last exam was, last time wellness bloodwork has been done, what brand of prevention, when they last purchased it and how many they purchased.
2. Please highlight the options under the Every Pet, Every Year section so more clients will choose an option.
3. The declined option for Rabies is now blocked so clients are unable to select it, it is required by law. It is our responsibility to inform clients BEFORE they come in of overdue vaccines and the requirement to update it.

***\*\* The following items were not discussed in the meeting since we ran out of time. Please read over them carefully and see Shannon or Becca with any questions. \*\****

* We are no longer charging a convenience fee for call-in prescriptions but we will ask clients to please pick up a written prescription from our office.
* When scheduling appointments, please ask the client to arrive 5 mins early. For a new client or a new patient, ask them to arrive 10 mins early to fill out the registration form.
* The Med Waste fee is now labeled as “Med Biohaz Regulatory Fee” The prices have not changed.
* Tech Visits:
1. Tech visits for vaccine boosters or injections should also be charged a Med Biohaz Regulatory Fee as well. This does not apply to bloodwork because there is an associated phlebotomy charge with it.
2. Tech visits for vaccine boosters should be charged under the doctor who last saw the patient.
3. Tech visits for Osurnia – These should be scheduled while the patient’s doctor is here and seeing appointments (not during their lunch or surgery time).
* If you’re having x-ray trouble during a Saturday, please call Hunter first before calling tech support.
* Employees shouldn’t pay their bill using Care Credit. Please see Shannon if you have any concerns with this.
* Everyone please help reception answer the phones if they ring to the back.
* Remember to ask Shannon to step in and meet new clients if time allows.