

Veterinarian Induction Suggested Checklist

Employee Name: _____

Review Date: _____

PART 1 – ADMINISTRATION, RECORDING & FINANCES

TASK DESCRIPTION	COMMENTS
Admin - printing, photocopying, scanning and faxing documents correctly	
Undertakes clinic promotional activities as directed and with enthusiasm	
Ability to answer the phone promptly and professionally as detailed in practice policy	
Consistently schedules medical and procedure appointments using the correct procedure and times	
Uses the admission and discharge procedures (and other related lists) correctly and consistently	
Consistently enters adequate patient notes into clinical records after each patient touch, including making sure weights are recorded	
Consistently enters Animal, Client and Financial notes into the practice management software	
Accepts and receipts payments correctly with cash, EFTPOS, cheque and direct deposit	
Consistently ensures all clients receive the appropriate paperwork for their consultations and procedures (e.g. health reports, life charts, certificates etc)	
Ability to discuss fees with clients and create accurate estimates for clients (including handing out of estimate letters)	
Consistently invoices all procedures and materials as per clinic policy without mercy billing	

Ability to deal with client complaints and participation in their resolution in accordance with policy.	
Consistently responds to all client enquiries including but not limited to test results, estimate requests and patient updates in a timely manner	
Consistently undertakes follow up on cases where appropriate (including euthanasia cards)	
Correctly and consistently uses hospital sheets, invoice instructions and other instructional documents to communicate patient and client needs	
Enters medications required for in house use or client orders into the order book	
Ability to provide routine non-hospital animal health advice to clients utilising the relevant client information sheets and brochures	
Ability to develop and review hospital policies and procedures with the Practice Manager	
Assists with rostering as required by the Practice Manager / Head Nurse / Clinic Owner	
Discussing overview of all payment options.	
Discussing <i>Vet Pay</i> payment options with clients and process an account	
Discussing <i>Direct Deposit</i> payment options with clients and process an account	
Discussing <i>Direct Payment from Insurance Company</i> payment options with clients and process an account	
Clearly communicates all financial details correctly: • Client Financial notes • Hospital Sheets • White Boards • Hand overs	
Seeks required management approval for payment plans before proceeding	

Understands and includes all required details and documentation for payment plans	
Correctly files all financial documents: • With consent form • In Payment Plan Tray after use	
Understands and can discuss and sell the benefits of Pet Insurance.	

PART 2 – CLINIC HYGEINE AND OPERATIONS

TASK DESCRIPTION	COMMENTS
Consistently cleans up after themselves: (Consult rooms, Surgical kits, Other)	
Actively contributes to the tidying and cleaning of the general areas of the clinic.	
Demonstrates correct use of the cage signs	
Contributes to maintaining a tidy staff room	
Ability to identify areas that need to be tidied / cleaned and CLEARLY delegating where necessary to the appropriate team member	
Demonstrates correct hand washing and surgical scrub technique	
Follows policy and procedure related to contagious disease	

OPERATIONS

TASK DESCRIPTION	COMMENTS
Ensure work schedules are prioritised and planned to maximise work flow	
Completes procedures and treatments in a timely manner.	
Conducts consultations within specified time frames and remain on schedule with client waiting times within clinic protocols.	
Ensure that all veterinary chemicals and medicines dispensed are recorded in line with policy and procedure and relevant legislative requirements	
Correct use of controlled drugs register.	
Ability to prepare, handle and store samples for in house processing or laboratory collection	
Correctly prepares biological material for collection	
Correctly disposes and stores cadavers and fill in in all the required paperwork • Pet Details written on the bag • Type of collection (private cremation etc) • Vet Waste forms filled in	
Correctly processes samples including knowledge of how to overcome simple errors	
Ability to use fluid pumps, syringe pumps and other fluid delivery equipment correctly	
Demonstrates responsibility and the correct procedure in powering on and off and cleaning all equipment after use: (Xray machines, Refractometer, Microscope, Dental machine, Oxygen machine, Other)	
Supports nursing and reception staff as required	
Adheres to Workplace Health and Safety procedures and contributes to the maintenance of a safe working environment	

Demonstrates safe and effective animal handling techniques	
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PART 3 – TECHNICAL PERFORMANCE

TASK DESCRIPTION	COMMENTS
Ensures all support staff are organised as required to ensure surgery schedules, preparation and performance are efficient	
Admits and discharges surgery patients using the correct procedure	
Ensures surgery times, medications, suture materials etc are recorded by the nurse on the patient's anaesthetic monitoring chart	
Correct identification and patient depth of anaesthesia including signs monitored and action that should be taken	
Provide guidance on correct techniques and solutions to use for surgical preparation	

SURGICAL AND DENTAL TECHNIQUES

TASK DESCRIPTION	COMMENTS
Basic surgical abilities	
Complex soft tissue surgical abilities	
Orthopaedic surgical abilities	
Ophthalmic surgical abilities	
Ability to perform an exploratory laparotomy	
Reproductive surgical abilities	
Correct completion of an oral examination including exploration and dental charting	

Ability to perform dental scale and polish	
Ability to perform an minor extraction (e.g. single rooted teeth)	
Ability to perform a major tooth extraction including local anaesthetic blocks, periosteal gum flap, burring of bone and suturing	
Ability to identify and rectify problems with anaesthesia whilst still undertaking surgery calmly	
Ability to communicate and record post-operative patient plans: • Included in clinical records • Written instructions for client where appropriate • Arranging necessary revisits	

HOSPITAL TECHNIQUES, SAMPLE COLLECTION AND INTERPRETATION

TASK DESCRIPTION	COMMENTS
Technical ability to administer injections and catheters	
Ability to measure blood pressure using a Doppler monitor	
Ability to place a urinary catheter in a male cat	
Ability to place a urinary catheter in a male dog	
Ability to collect urine via cystocentesis	
Ability to perform and assess an cytology	
Ability to insert a chest drain	

Ability to perform and interpret faecal smears and floats	
Ability perform and interpret full urinalysis including USG, wet prep, dipstick and cytology	
Ability to perform and interpret a blood smear	
Ability to confidently perform an otoscopic exam	
Ability to confidently perform an ophthalmic exam including floret testing, STT and fundic exam	
Ability to confidently perform an complete neurological exam	
Ability to select fluid type and set up drip bag including running it through before walking away and labelling bag with any additives	
Ability to accurately compile Hospital Sheet for patients	
Ability to perform hospital rounds including following instructions on Hospital Sheets including marking them off and writing adequate notes	
Dispense medications with appropriate labelling and update animal notes and reminders for chronic medications	
Competent performance of afterhours consultations and surgeries	
Ability to accurately record in house and external laboratory tests as required and ensure results are communicated to the clients and relevant staff members	

RADIOLOGY

TASK DESCRIPTION	COMMENTS
Ability to plan and calculate exposures required for a patient series	
Ability to perform good quality survey radiographs with minimal repeat exposures required	

Demonstrates consistent use of LEFT and RIGHT markers	
Ability to formulate techniques to reduce manual handling during xray exposure including the use of appropriate chemical restraint	
Demonstrate understanding and use and care of PPE including lead vest, lead thyroid protector and lead gloves	
Ability to plan and execute good quality dental xrays	
Ability to perform Penn Hip xrays in line with program requirements	
Adheres to legislative requirements and practice safety policies regarding xrays	

CONSULTATION AND MEDICAL SKILLS

TASK DESCRIPTION	COMMENTS
Provide preventative health advice in line with clinic policy: • Proheart, Popantel / Drontal, Comfortis • Panoramis, Popantel Tapewormer	
Perform a comprehensive health examination with the ability to identify and discuss options for ALL health concerns identified	
Ability to perform a euthanasia in accordance with clinic protocols.	
Formulate BCS for a patient and confidently discuss non-prescription nutrition with clients (must be familiar with stocked brands and promotions)	
Confidently discuss prescription diets with clients depending on their pets' medical needs	
Confidently discuss importance of dental prophylaxis as a normal part of preventative health	
Communicate treatment plans and costs with clients confidently including payment plan options	

Books revisit at the time of consultation in accordance with clinic policy.	
Routinely checks for overdue reminders and offer the service to the client when procedures are overdue	
Takes responsibility for complicated medical cases with minimal supervision	
Comprehensive knowledge of medical conditions and their appropriate treatments	
Ability to care for a variety if implants including but not limited to urinary catheters, chest drains, wound drains external fixtaures etc	
Demonstrates knowledge of initial wound management and ongoing care including appropriate topicals and bandaging materials	
Demonstrates appropriate bandaging and splinting techniques and knowledge of ongoing bandage and cast care	
Demonstrates initiative and self directed learning in the investigation of complex medical cases	
Ability to identify complex cases that require referral including notification to the clients and submission of paperwork to a referral centre	

MEDICAL EMERGENCIES

TASK DESCRIPTION	COMMENTS
Ability to prepare an adrenaline solution ready for administration.	
Ability to resuscitate neonates post caesarean or natural whelping including the tying of the umbilicus	
Shows understanding of medical emergency protocol and can perform CPR during a patient cardiac arrest	

PART 4 – WORKPLACE BEHAVIOUR

TASK DESCRIPTION	COMMENTS
Compliant with clinic policies and procedures	
Demonstrates effective oral, written and computer skills	
Acts with professionalism and courtesy with clients	
Acts with professionalism and courtesy with colleagues	
Effective communication with clients and colleagues	
Complies with all relevant legislation	
Accepts management and other senior staff direction	
Undertakes extra tasks as required	
Follows through on all instructions given and seeks assistance if needed to ensure all tasks are completed to a high standard	
Actively participates in team meetings	
Responds to problems promptly, displays initiative and proactively develops possible solutions	
Ability to work unsupervised	
Personal presentation is always in accordance with clinic policy including the wearing of a name tag	
Works as team player	
Awareness of the financial responsibility both to the client and to the practice	
Detail orientated	
Demonstrates punctuality and reliability	
Maintains confidentiality related to clients, colleagues and veterinarians	
Demonstrates excellent time management	
Consistently demonstrates “above the line” behaviour and accountability	

Consistently demonstrates attention to detail	
Demonstrates dedication to continuing education and self directed learning	

PART 5 - SUPERVISION AND LEADERSHIP ABILITIES

TASK DESCRIPTION	COMMENTS
Ability to assist in the training of other veterinary staff.	
Demonstrates a high level of leadership ability in a variety of situations	
Ensures all staff comply with all aspects of practice policy and Workplace Health and Safety Obligations	
Leads by example when it comes to implementing change	
Consistently CHECKS IN with staff under their supervision that they remain up to date with their job descriptions and tasks lists.	

Associate Veterinary Surgeon Induction Program

My signature below signifies that I have participated in and understood the content of my induction program.

Employee Signature

Date

Manager Signature

Date

