

Veterinary Nurse Induction Program

Employee Name: _____

Review Date: _____

PART 1 – ADMINISTRATION AND COMMUNICATION

TASK DESCRIPTION	COMMENTS
Can print, photocopy, scan and fax documents correctly	
Answers the phone promptly and professionally as detailed in practice policy	
Consistently collects all new clients details including mobile number and emails and enters them in accurately into the client file	
Consistently inquires about patient pet insurance and records the details on the patient file	
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 and microchip numbers 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	
Ensures Veterinary Surgeons are provided with 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	
Responds to all client enquiries including but not limited to test results, estimate requests and patient updates	
Enter products required for in house use or client orders into order book	
Ability to provide routine non-hospital animal health advice (within their limitations) to clients utilising the relevant client information sheets and brochures	
Prepares pet insurance documents ready for claim	
Prepares correspondence (e.g. letters, emails etc) in line with practice policy, in particular neat writing when documents are not typed	
Ensures there are adequate levels of Message Alerts, Medication Request Forms, Pet Insurance Slips etc available and prepare these as necessary	
Regularly ensures microchips form details are correct and mailed	
Email management and filing.	

FINANCES

TASK DESCRIPTION	COMMENTS
Discussing payment options with clients.	
Discussing <i>Centrepay</i> payment options with clients and process an account	
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.	

RECONCILIATION & BANKING

TASK DESCRIPTION	COMMENTS
Ability to perform end of day reconciliation including identification and amendment of mistakes	
Ensures doors are locked and that the till is counted in a secure room.	
Ensures all EFTPOS receipts, cheques and cash are placed in the daily bag and locked in the safe at the end of trading	

PART 2 – CLINIC HYGEINE AND CLEANLINESS, OPERATIONS AND SUPERVISION

TASK DESCRIPTION	COMMENTS
Cleans up after themselves, putting away all materials after use	
Cleans and maintains clinic hygiene to a high standard that is consistent with the expectations of the Practice Principal and Practice Manager (refer to appropriate cleaning task lists)	
Ensures the consult rooms and hospital area are kept smelling pleasant at all times	
Demonstrates correct use of the cage signs	
Identifies areas that need to be tidied / cleaned and delegating where necessary to the appropriate team member	
Demonstrates correct hand washing and surgical scrub technique	
Follows policy and procedure related to contagious disease	
Demonstrates the correct disposal of biological waste, sharps, medicines and hazardous substances	
Demonstrates initiative in promoting excellent clinic presentation including tidiness, dusting etc	
Contributes to maintaining a tidy staff room	

OPERATIONS

TASK DESCRIPTION	COMMENTS
Ability to ensure work schedules are prioritised and planned to maximise work flow	
Completes procedures and treatments in a timely manner	
Assists the Veterinary Surgeons during consultation and helps them keep on time	

Ensures 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 including when new bottles are opened and new products are entered	
Prepares, handle and store samples for in house processing or laboratory collection	
Correctly prepares biological material for collection	
Correctly disposes and stores cadavers and fills in in all the required paperwork.	
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, Endoscope & Bronchoscope, PPE, Oxygen machine, Other)	
Offers assistance to veterinary and other support staff as required	
Demonstrates safe and effective animal handling techniques	
Promptly notifies the treating veterinary surgeon of any concerns relating to patients and their care	
Ensures patients are prepared, cleaned and nursed in line with practice policy and the instructions of the treating veterinary surgeon	
Notifies the Head Nurse and Practice Manager of any equipment faults and / or maintenance requirements	
Adheres to Workplace Health and Safety procedures and contribute to the maintenance of a safe working environment	

PART 3 – TECHNICAL PERFORMANCE

TASK DESCRIPTION	COMMENTS
Admits and discharges surgery patients using the correct procedure	
Correct assembly and testing of an anaesthetic machine	
Ability to identify and rectify problems with an anaesthetic machine, especially during a procedure	
Correct calculation of oxygen flow rate	
Correct selection and administration of pre-medications for different breeds and medical conditions	
Ability to induce anaesthesia using the correct medication	
Ability to intubate a dog confidently	
Ability to intubate a cat confidently	
Correct monitoring of anaesthetised patients including filling in an anaesthetic monitoring chart	
Correct identification of patient depth of anaesthesia including signs monitored and action that should be taken	
Ability to ensure all staff are organised as required to ensure surgery schedules, preparation and performance are efficient	
Correctly pack and sterilise surgical instruments	
Correctly pack and sterilise surgical gowns	
Correctly pack and sterilise equipment needed for different orthopaedic surgeries	
Correctly clip and prepare a patient's surgical area	
Ensure operating tables and environs are cleaned and disinfected in line with practice policy pre and post operatively	

Ensures all equipment, linen and environs are cleaned and maintained to practice standards	
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SURGICAL AND DENTAL TECHNIQUES

TASK DESCRIPTION	COMMENTS
Ensures all monitoring devices are connected to the patient at the start of anaesthesia	
Monitors and records patient status whilst undergoing pre-medication, anaesthesia and recovery	
Ability to perform IPPV during surgery if required	
Ensures all procedures that are listed for a patient are carried out	
Ensures all start and finish times, medication and any other additional items are recorded for each procedure	
Undertakes post op patient plan programs in line with veterinarians instructions	
Ability to undertake an oral examination and dental grading in a conscious animal	
Ability to undertake an oral examination and dental grading in an unconscious animal	
Ensures all dental charting is recorded as per practice policy	
Ability to perform dental scale and polish with correct technique and instrumentation	
Wears correct PPE whilst assisting with dental procedures	
Ensures all equipment and instruments are cleaned and stored in line with practice policy	
Ability to communicate and record post-operative patient plans: • Included in clinical records • Written instructions for client where appropriate • Advisement and booking of required revisits	

HOSPITAL TECHNIQUES, SAMPLE COLLECTION AND INTERPRETATION

TASK DESCRIPTION	COMMENTS
Administer SC, IM and IV injections	
Collect blood from a jugular vein	
Collect blood from a cephalic vein	
Catheterise a cephalic vein	
Catheterise a saphenous vein	
Ability to measure blood pressure using a Doppler monitor	
Ability to place a urinary catheter in a male dog	
Ability to completely express bladders	
Perform and stain an FNA sample	
Perform and stain ear cytology	
Perform skin scrape	
Perform faecal smears	
Perform faecal floats	
Ability perform and prepare full urinalysis including USG, wet prep, dipstick and cytology	
Perform and stain a blood smear	
Thoroughly clean pet's ears	
Ability to administer ophthalmic preparations	

Select fluid type and set up drip bag including running it through and labelling bag with any additives	
Accurately compile Hospital Sheet for patients	
Perform hospital rounds and care for in patients including following instructions on Hospital Sheets including marking them off and writing adequate notes	
Dispense medications with appropriate labelling UNDER VETERINARY INSTRUCTION AND SUPERVISION and update animal notes and reminders for long term medications	
Assist with afterhours consultations and surgeries	
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
Plan and calculate exposures required for a patient series	
Perform good quality survey radiographs with minimal repeat exposures required	
Demonstrates consistent use of LEFT and RIGHT markers	
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	
Plan and execute good quality dental xrays	
Ability to assist with Penn Hip xrays in line with program requirements	

Adheres to legislative requirements and practice safety policies regarding xrays	
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CONSULTATION AND MEDICAL TECHNIQUES

TASK DESCRIPTION	COMMENTS
Provide preventative health advice in line with clinic policy: • Proheart, Popantel / Drontal, Comfortis • Panoramis, Popantel Tapewormer	
Perform a basic health examination	
Assist attending veterinary surgeon with more complex consultations	
Assist with a euthanasia	
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 UNDER THE GUIDANCE OF A VETERINARY SURGEON	
Confidently discuss importance of dental prophylaxis as a normal part of preventative health	
Communicate treatment plans and costs with clients confidently and with empathy including payment plan options	
Consistently books revisit at the time of consultation	
Routinely check for overdue reminders and offer the service to the client when procedures are overdue	
Care for a variety if implants including but not limited to urinary catheters, chest drains, wound drains external fixtures etc	
Demonstrates excellent 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	
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MEDICAL EMERGENCIES

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

PART 4 – TELEPHONE SKILLS AND CUSTOMER SERVICE & CLIENT EXPERIENCE

TASK DESCRIPTION	COMMENTS
Consistently answers the phone in X RINGS	
Manages clients on hold to minimise wait time.	
Convert general enquiries into sales (e.g. appointments, client orders etc)	
Convert price shopper enquires into sales (e.g. appointments, clients orders etc)	

CUSTOMER SERVICE AND CLIENT EXPERIENCE

TASK DESCRIPTION	COMMENTS
Warmly greet clients when they come into the practice (personally where possible)	
Requests and uses the client's name whilst they speaking with clients	
Confirms all client details are correct and accurately spelt with any changes immediately on the client file	
Offers tea / coffee or other such comforts to clients experiencing longer wait times	
Makes warm and friendly conversation with clients whilst they wait	
Offers to clients to help carry items to their car	
Maintains a consistent level of service to all clients	
Follows up on client enquiries (e.g. estimates, orders, technical information)	
Communicate treatment plans and costs with clients confidently and with empathy including payment plan options	
Listens to and resolve clients complaints to the best of their capacity and authority	
Ensures all complaints are dealt with in accordance with clinic protocols	

PART 5 – INVENTORY MANAGEMENT

TASK DESCRIPTION	COMMENTS
Ensures any stock and order errors are identified and dealt with appropriately (i.e. returns organised)	
Ensures clients are phoned promptly when orders arrive	
Ensures new stock is reordered according to clinic protocols	

Ensures pharmacy and other product storage areas remain tidy with items put back in their proper place	
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PART 6 – PERSONAL CONDUCT

TASK DESCRIPTION	COMMENTS
Demonstrates a high degree of concern for achievement of clinic policies and procedures	
Effective oral, written and computer skills	
Maintains an exemplary degree of professionalism, courtesy and respect with clients	
Maintains an exemplary degree of professionalism, courtesy and respect to colleagues	
Effective communication	
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 make sure all tasks are completed to a high standard	
Actively participates in staff meetings	
Respond to problems promptly, display initiative and develop possible solutions	
Work unsupervised	
Perform assigned tasks and procedures efficiently, professionally and in a timely manner	
Ensure personal presentation is always professional and in accordance with clinic policy including the wearing of a name tag	
Awareness of the financial responsibility both to the client and to the practice.	
Detail focussed and accurate	
Demonstrates punctuality and reliability	
Maintains confidentiality related to clients, colleagues and veterinarians	

Demonstrates excellent time management	
Consistently demonstrates “above the line” behaviour and accountability	
Demonstrates dedication to continuing education and self directed learning	

Veterinary Nurse Induction Program

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

Employee Signature

Date

Manager Signature

Date

