



This is crazy

Hey Team!

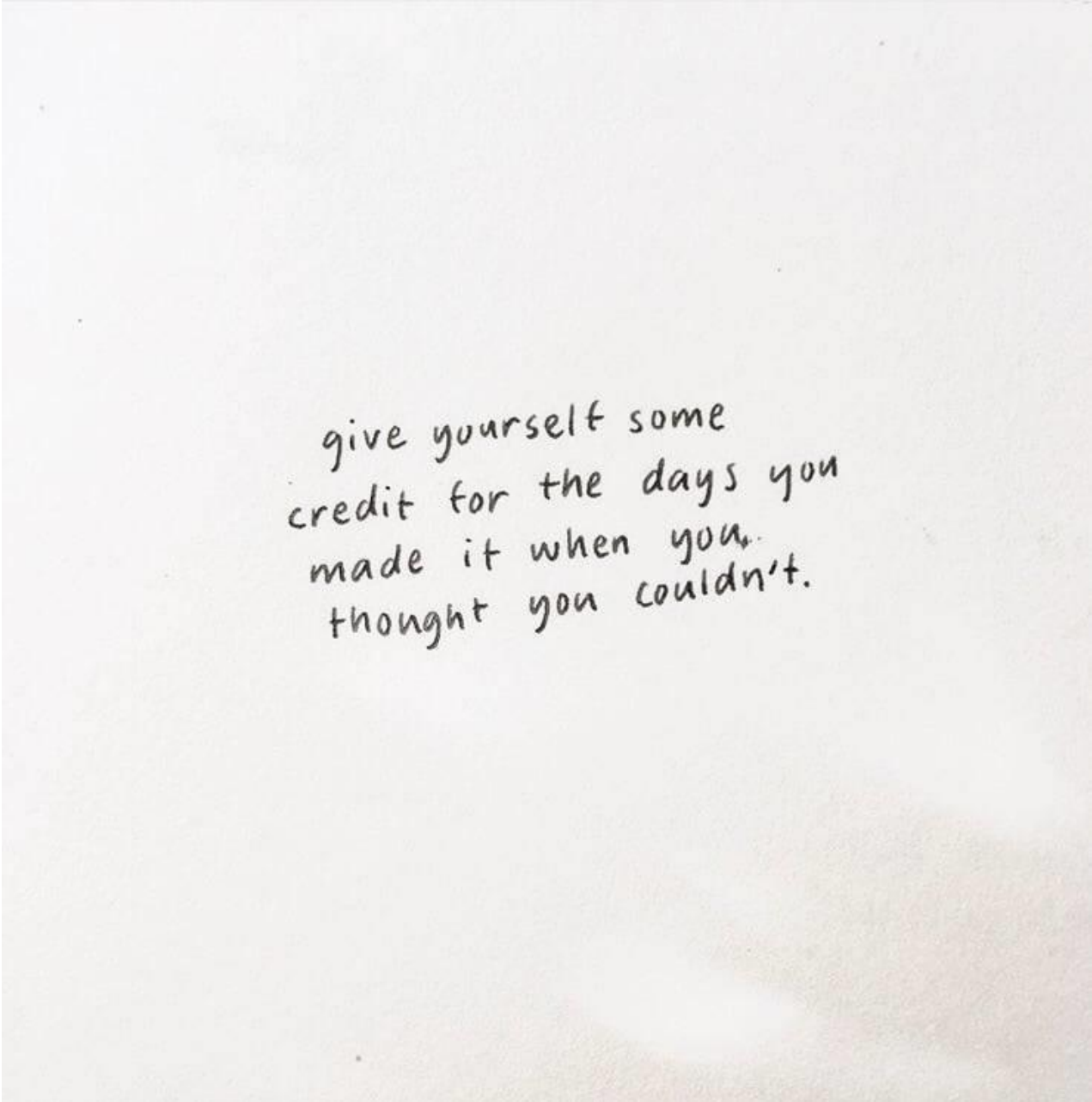


HIGH FIVES

Hi five to EVERYONE for getting through the unprecedented chaos of having our internet account accidentally stolen. Thanks to Amanda's excellent detective work we have now identified the culprit and are back on track to getting things sorted. It is a PAINFULLY SLOW process but we are nearly there. Massive shout out to Ben for spending hours on the phone back and forth trying to get to the bottom of this issue and providing round the clock IT support for us here. And huge thanks to Tristo the rockstar for being back up on phones and emails - this has been a MASSIVE support this week!

Despite the chaos we still managed to provide 5-star service to the clients who did make it here, and with a smile on our faces.

And on a week when we probably all really needed more sleep, high five to all the team who made early morning team training, especially to Em who came in on her day off to assist. Em is a wealth of knowledge on anaesthetics and critical patient care so any questions make sure to pick her brain.

A photograph of a piece of white paper with handwritten text in black ink. The text is written in a casual, slightly slanted cursive style. The paper is set against a dark, textured background.

give yourself some
credit for the days you
made it when you
thought you couldn't.

LEARN

In our team training this week we covered anaesthetic machine mechanics.

A few take-aways:

- * An anaesthetic machine check must be done **BEFORE a patient is connected**, every shift, and between patients (especially when breathing tubes are changed).
- * Always **detach the patient from the circuit when pressing the oxygen flush** (more important when using the system on the oxygen cannister as the oxygen is under pressure -> leaving the patient connected when you flush can lead to barotrauma).
- * If you close the pop-off valve for any reason **keep your hand on it** until you have opened it again.
- * Change the **rebreathing bag size** between patients when necessary - 2L = 20kg dog, 3L = 30kg dog, 5L may be required for bigger dogs.
- * When turning patients, leave them connected, and make sure the tubes are turned with them.
- * Make sure an anaesthetic system is always set up with breathing tubes in place and checked in case an emergency patient presents.
- * **Get to know your machines.** When problems arise, it helps to know what all the bits and pieces are, how they connect, and what their function is.

NEXT TEAM TRAINING DATES ARE Monday 10th & Thursday 13th August.



TEAM REMINDERS

The **Lifetime Dental Prophylaxis program** has officially been rolled out.

Free dental checks are only available until the end of July.

After that dental checks continue to be free for patients enrolled in the Lifetime Dental Prophylaxis program or with a vet consult.

To qualify for the lifetime program patients need to

- have a history of regular dental checks (biannual), or
- have had a dental here in the last 12 months, or
- book their first dental here (priced up normally then -> prophylaxis pricing thereafter).

Reminder of prophylaxis pricing fees:

<10kg \$499, 10-30kg \$599, >30kg \$699

PLUS BLOODS AND IVC, radiographs if required, etc.

Nurse dental checks for all other patients (eg new patients or patients not on the dental program) **are now charged as per usual nurse consult fee**. Please check and grade the teeth (**and RECORD the grade on file**), book a dental if necessary, and run through all the prophylactic care when doing these consults ie dental spray, tooth brushing, raw diet, daily bones/chews, regular dental cleans.

If anyone is still confused about how to grade teeth from 0-4, please see me.



WIN

Sophie has accepted the position assisting with surgery clean-up on **monday and thursday afternoons 2-5pm mondays / 3-6pm thursdays**. It will be lovely to have her smiling face around a little more (and her astonishingly OCD cleaning skills WOO HOO!).

Sophie's role is to provide support for the surgical nursing staff on these afternoons with whatever needs doing - cleaning and sterilising instruments, packing and autoclaving kits, cleaning the surgery, patient monitoring if required, etc. Please support Sophie to settle in to her new role.

Her remaining volunteer hours she will focus on whatever is required for her nurse training. She will flow through different areas of the clinic accordingly.

FOCUS POINT

FOCUS

Let's keep our focus on clear and consistent client communication at all times, especially now when clients are struggling to even get us on the phones.

A reminder of our client touch-points for surgery patients:

- Surgical nurse **admission**
- SMS client once **blood results** are in (if bloods done on surgery day)
- SMS once patient procedure is **underway**
- Call **during procedure** if needed
(update to procedure/estimate/expected discharge time etc)
- Vet to SMS once **procedure finished**
- Nurse call once patient **stable in recovery** + confirm discharge time and advise who is doing the discharge
- Patient **discharge**.

Today we printed and laminated travel sheets that will travel with all surgical patients reminding us of these touchpoints. These need ticking off as done.

Note - no need to save to patient file, this is just a reminder system for us.



CELEBRATE

A bittersweet cause for celebration this week - our Shining Star Samara is being exiled to Kangaroo Island to manage a 4-star resort there, take care of the wildlife and expand her photography skills.

Which is a damn good excuse for another party, but very sad for us.

Congratulations Samara on securing this amazing opportunity which we know you will flourish in. **WE WILL ALL MISS YOU SO MUCH!!!** (Enter all the crying face emojis in the world here...)

"How lucky I am to have something that makes saying goodbye so hard."



We now have more urgency to lock in a date for the next staff party as this will be a send-off for Samara. She plans to head south by the end of August.

I propose **Sunday 26th July OR Sunday 9th August** for a daytime adventure, details tba.

Can everyone please advise availability and we will choose the best date based on majority vote.

Obviously we need Samara to be there!



It's Fine... I'm Just Tired