Hey Team!

HIGH FIVES

High five to everyone who stepped up this week to cover shifts for nurses needing days off.

High five to Kate for settling in so well and being a rockstar surgical vet.

High five to everyone on shift last Thursday for dealing with a pretty crazy day; I don't think I have ever seen that many people in the clinic at once!

And a high five to Henry - I noticed he recorded a dental grade on file recently!

LEARN

Can all vets utilise the schedule more when tasks need to be actioned rather than passing important tasks verbally to potentially overloaded nurses. This is a great habit for all staff to get into to ensure necessary jobs get done.

Delegating jobs verbally sometimes results in staff forgetting things / delegating to others and forgetting who / tasks not being actioned.

Also having a notebook handy in your pocket to write things down can be helpful. If anyone wants me to purchase a pocket notebook for them let me know.

TEAM REMINDERS

A few random ones this week:

When **emails/phone calls come in from clients requesting vet input**, ensure you:

1. Take payment for the 'Ask a Vet' *charge ($39) for questions that cannot be answered by nursing staff*

Exceptions to this charge:

- client requiring clarification on a treatment plan already discussed at recent consult

- pathology follow-up eg lump histo result to be discussed, low titre test etc

2. Ensure the message requiring action goes into the appropriate vet's column

- If urgent - a vet on shift that day can respond.

- If non-urgent - the patient's vet when they are next in.

3. If not able to be actioned that day (vet not on shift and non-urgent) notify client when their vet will respond.

Ensure you are selecting a Provider name when creating these messages too otherwise they stay in the ether of halfway created.

Pathology follow-ups. These are sometimes (often) either being missed entirely or not written up on file or not actioned in spreadsheet. When pathology results are received please do the following:

1. Ensure spreadsheet updated (y in Received column)

2. Advise client of result if no vet action required (eg titre test normal, lump benign and completely excised) OR put message in treating vet's column to follow-up.

3. Vet/Nurse to make notes in patient record that O notified of results

4. Ensure spreadsheet updated (y in Owner Notified column - whoever notifies client is to do this).

Afternoon consults for surgery vets are either:

- post-op checks

- emergency patients

- in-patient discharges (eg ultrasounds, radiographs etc) if treating vet n/a or booked out.

This is especially important on full surgery / dental days, remembering that a 30 minute dental can easily become a 90 minute dental... or more.

Can all vets **utilise the schedule more when tasks need to be actioned** rather than passing important tasks verbally to potentially overloaded nurses. This is a great habit for all staff to get into to ensure necessary jobs get done. Delegating jobs verbally sometimes results in staff forgetting things / delegating to others and forgetting who / tasks not being actioned. Also having a notebook handy in your pocket to write things down can be helpful. If anyone wants me to purchase a pocket notebook for them let me know.

WIN

Our phones and internet are working again! What a relief.

And another win - we are doing an amazing job at booking in dentals, well done team! I am still having to pull way more teeth than I would like to in most mouths, however as the Dental Lifetime

Program continues to roll out we should start to see the shift from reactive to PROACTIVE care. Woo hoo!! As much as I enjoy pulling teeth, we are doing a much better job by our patients if we are fixing the teeth before they are irreversibly diseased.

FOCUS

We are getting a lot better at estimates however dentals continue to be under-quoted at times. To ensure we are estimating as accurately as possible prior to the procedure, have the surgical vet check the patient's mouth on admission and update the estimate first **then** the client if necessary.

DO NOT PROVIDE VERBAL 'ESTIMATES' (essentially guesses) without first pricing the procedure up. This is a guaranteed way to under-estimate.

Always warn clients that problems can be revealed during the unconscious exam that may not be evident in a conscious patient, especially up the back of the mouth, or in fractious patients. If problems are found then x-rays are required and irreversibly diseased teeth will require extraction. Warn them of the associated increase in costs in these situations (including dental radiograph/s,

nerve blocks, surgical extraction time, surgical consumables and additional pain relief). Note that tartar on a carnassial tooth can often hide slab fractures underneath.

For the Dental Prophy program remember these 3 things:

* Dogs on the program get a free whimzees treat when they come in for their dental checks

* Make a note in the Patient Overview Notes section when enrolled in the Lifetime Prophy program

* Invoice these prophies by using the **single product for the relevant weight range** eg "Dental Prophylactic Assessment and Treatment <10kg LIFETIME PROGRAM" + add on any extras eg bloods, dental rads, IVC.

CELEBRATE

Sunday 9th August will be our send-off for Samara day.

This will be a daytime adventure, details to be revealed soon. Please let me know if you CANNOT make it that day so I have an idea of numbers.