

# Redgum Vet and Pet Boarding



## Vet Induction and Training

# Veterinary Induction and Training Module

**Employee's Name:**

**Position:**

**Supervisor's Name:**

Task Description	Date and Signature on Completion
<b>Week 1 Get your stuff together!</b>	
Get your life in order Move and unpack Sort mail, electricity, etc Find your way around town Get some rest Get your paperwork completed Have Dinner with the Vet team	
Issue keys Issue Employment contracts and tax forms Issue Preferred Dr and Disability form Issue Super and Banking form	
Orientation to Portal	
Refer to Practice policies and procedures	
<b>Week 2 Get Started!</b>	
<b>Shadow Roger for the week</b> <i>Learn the ropes, learn the software system, learn the clients and environment</i>	
<b>General Induction:</b> Introduction to all Staff Clinic hours and security system Establish Vetlink Access Establish Finger-Tec Access Orientation to Internal message process	
Show normal work station and personal space	
<b>Office Equipment:</b> Telephone system Computer system Vetlink	
<b>WHS:</b> Emergency evacuation plan Fire extinguishers and alarms	

<p><b>Introduction:</b>  Introduction to Redgum vision and values  Discuss Value statements  Confidentiality of work product  Discussion re personal goals and setting time frames  Strategies for dealing with difficult clients</p>	
<p><b>Position /Team Orientation:</b>  Staff Meetings  Training  Alignment Days  Complete personality profile</p>	
<p><b>Client Communication</b>  Co-Consult protocol  Consult Room Matrix  Consult Questions  Making notes – what to include, what to leave out  Use of Tools/Diagrams/Supports  How to use Vetlink for a consult</p>	
<p><b>Payment Options</b>  Vetpay  Zippay</p>	
<p><b>Dental Program</b>  Why and What  Scripts  Pricing  Educate to Value</p>	
<p><b>Radiography</b>  Instructions in the use of the radiography equipment  Use of PPE  Use of technique charts  Record keeping on computer system/pricing  Saving Xrays to client file  Pricing</p>	
<p><b>Ultrasound</b>  Using the machine  Saving images to records  Pricing</p>	
<p><b>Laboratory</b>  Instruction in the use of Lab Equipment/pricing/procedures/maintenance  REM machine  Centrifuge  Microscope  Glucometer  Urinalysis  Cytology  Diff Quik  PCV/TP  Snap tests  Pricing</p>	

<p><b>Hospital Procedure</b>  Giving instructions  Completing forms  Pricing  Inhouse/A-h inhouse consult/disposables/bandaging G 1 and 2/ etc  Isolation room procedures  Use of Fluid Pumps</p>	
<p><b>House Calls</b>  Having accurate directions  Nurse support  Pricing</p>	
<p><b>Pharmacy</b>  Familiarisation of pharmacy  S8 drugs  Pricing out drugs  Printing drug labels</p>	
<p><b>Ordering</b>  Procedure  Scanner  Order books</p>	
<p><b>Week Three and Four</b></p>	
<p><b>Orientation to Sx etc</b></p>	
<p><b>Anaesthesia</b>  General anaesthetic protocols and drug sheets  Use of Anaes machine  Equipment in cupboards  Record keeping (anaes forms S8)  Instructions in the use of monitoring equipment  Admission and discharge instructions  Pricing</p>	
<p><b>Dentistry</b>  Use of dental equipment; Dental Carts; Vet Tome; Hand Instruments  Dental protocols  Dental charts/notes/home care  Nurses role in dental program  Pricing  Equine Dental Equipment – Power Float etc</p>	
<p><b>Radiography</b>  Instructions in the use of the radiography equipment  Use of PPE  Use of technique charts  Record keeping on computer system/pricing  Saving Xrays to client file  Pricing  Mobile X-ray and gear</p>	

<p><b>Ultrasound</b>  Using the machine  Saving images to records  @nd Probe  Pricing</p>	
<p><b>Laboratory</b>  Instruction in the use of Lab Equipment/pricing/procedures/maintenance  REM machine  Centrifuge x 2  Microscope  Glucometer  Urinalysis  Cytology  Diff Quik  PCV/TP  Snap tests  Pricing</p>	
<p><b>Hospital Procedure</b>  Giving instructions  Completing forms  Pricing  Inhouse/A-h inhouse consult/disposables/bandaging G 1 and 2/ etc:  Pricing  Isolation room procedures  Use of Fluid Pumps &amp; Warmers  Heater/Cooling</p>	
<p><b>Week 5 (your responsibility to book time)</b></p>	
<p>On call shadowing x 1 night per week  1 x Saturday morning/month (RA supported)</p>	
<p>Review of previous weeks listings  Any questions? Anything missed?  Anything not sure of?</p>	
<p><b>Stores</b> – where to find, when to bring to clinic</p>	
<p><b>Vetlink</b>  Making a new client  Making estimates  Making notes – what to include, what to leave out  Review invoices and notes</p>	
<p><b>Week 6 (your responsibility to book time)</b></p>	
<p>Performance Review  Goal review  Where are the gaps?  Review invoices and notes</p>	

<b>Week 7-12 (your responsibility to book time)</b>	
Weekly Performance review Goal review Where are the gaps? Review invoices and notes <b>Further reviews (same profile) at 6/9/12 months and 6 monthly thereafter.</b>	

**List negotiated dates and times here**

- Week 5
- Week 6
- Week 7
- Week 8
- Week 9
- Week 10
- Week 11
- Week12

**Redgum Nursing staff are expected to undertake anything and everything that they possibly can to make the work of the Vet easier; i.e. the Vet should only do what they legally need to do, nursing staff should undertake all other tasks. They may require direction depending on their level of skill and knowledge.**

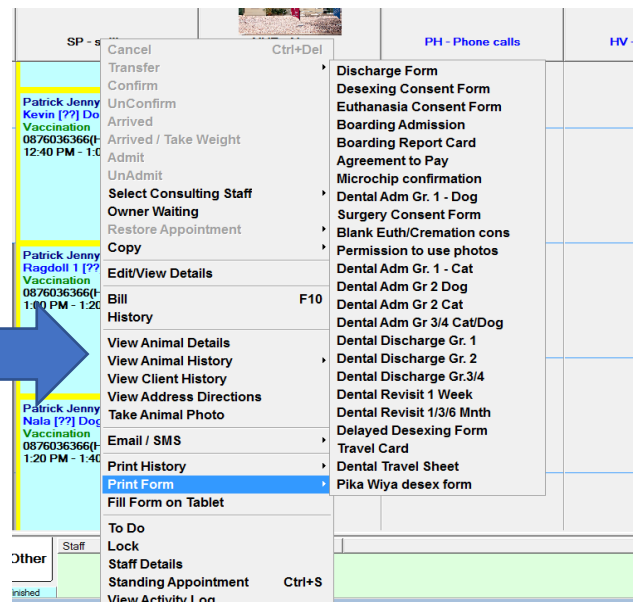
**The following are quick support notes/guidelines only. Please refer to the Standards of Care document for a more complete review of the Redgum way.**

## Make a consult and the use of forms

- Click on the available time frame
- Enter the client surname; first name; click on the animal; give a reason

R click on the consult; print form; choose the form

Mostly Vets would require forms for A/H work (otherwise the Nurses should organise these for you) the **Euthanasia consent; agreement to pay, surgery consent form**. We print a blank euth form for home visits and get client to complete.



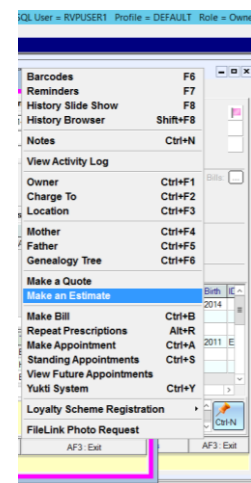
**Boarding report card** is completed when an animal is vaccinated OR another service completed, and Owner is not present – complete form and print for Owner. Make sure to include your recommendations on the form as you would in consult. Once this form goes to print, it cannot be altered.

## Estimates

Go into the animal; actions; make a quote OR make an estimate.

For a Dental estimate – leave it open in unfinished bills – that way reminded to follow up on the quote/estimate.

You can also convert the estimate/quote into a bill if needed.



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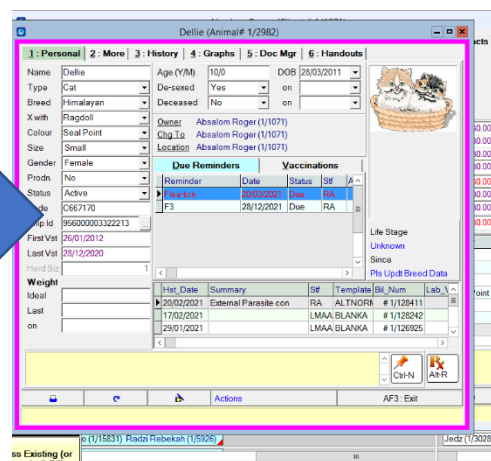
## Discounts

**Discounts** are applied to the clients file for old age pension only. The discount applies to service only (not grooming or boarding). Grooming carries its own discount (frequent flyer card – 5 grooms, each booked 6-8 weeks apart OR shedless grooms every 12 weeks, and the 6<sup>th</sup> one is free).

**Bad Debtors** – will be identified by the sticky yellow note – are not to be seen until their outstanding amount is paid. You may need to go into client records to identify this, as the outstanding amount may have been written off.

## Reminders

Go to the animals records. Any outstanding reminders (vaccination, flea/tick, worming, proheart) will be highlighted in red in the due reminders section.



## Surgery Estimates of Time

Castrate	30 minutes
Spay	50 minutes
Dental 1/2	30-45 minutes
Dental 3/4	90 minutes
Ear Clean	30 minutes
Exlap	90 minutes
Eye Sx	60 minutes
Orthopedic	90 minutes
Rabbit Desex	60 minutes
Sedation	30 minutes
Soft tissue	40 minutes

## Nurse Consults

Redgum runs nurse consults for the following reasons –

- To support Vets
- To minimise the amount of time the Vets are doing notes
- To create a smoother flow to the consult day
- To build relationships between nurses and clients
- To minimise missed charges/missed opportunities

The consult nurse(s) carries the pager. The consult nurse invites the client to the consult and begins by checking client contact information, gather information related to the visit, check if anything else is due (vacc/worming/flea & tick/ medication review/bloods/desex, etc)

- What is the issue? How long has it been going on?
- What has the client seen?
- What have they done about it?

When they have recorded that information, they page the Vet. The Vet may be in another consult (if 2 consult rooms are running). If so, the nurse stays with the client and builds relationship.

When the Vet enters the room, the nurse moves to taking consult notes as per the Vet direction. They can also prepare medication, and at the end of the consult, talk with the client re any additional nurse consults (dental/puppy & kitten).

Nurses also run arthritis consults, weight consults and senior consults as well as puppy school consults and pre-puppy class.

## **Dental Care and Treatment**

Refer to the Dental folder on the Redgum portal

## **Vetpay and Zippay**

See the easy step by step instructions at the front desk

Both require pre-approval; the client should organise this before their appointment

Vetpay require 10% deposit and if over \$1500 this is a 20% deposit.

If a client has an account, they can 'add on' and be processed with no deposit

## **How to charge on Vetlink**

Bring up the animal; actions; make a bill.

In Vetlink every bill has a corresponding history page. Any time you make an entry in history (e.g. phone call backs, client phoning in, the system believes there will be a corresponding payment. In these instances, you must pay the bill off, as zero, to close the notes page, otherwise it sits in unfinished bills).

Go to product, type the first few letters of the product and search within the list for your item. Every item will be labelled with either tablet, bottle, ampule, etc – this refers to how it is sold. So tablet will be by tablet, bottle will be by bottle etc. If a client has purchased ½ the bottle, then you would price out xxx mls and not the full bottle. If it is sold be tablet, you would enter the actual number of tablets (or individual items) sold.

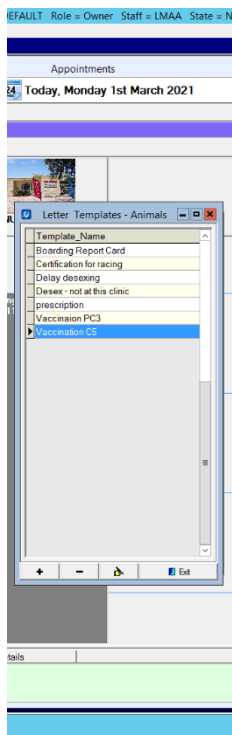
## **Annual Health Check Expectations**

- Comprehensive clinical examination
- Administer Vaccines as requires
- Check Heartworm compliance
- Conduct worming as required
- Recommend flea/tick prevention
- Inform client of reminders timeframes
- Discuss dental health and preventative measures
- Recommend annual blood test and USG for all dogs over 7 years
- Puppy/kitten – refer to the Nurse, who will speak with the client
- Dental – refer to the nurse
- Senior/weight/arthritis – refer to the nurse.

## Prescription Drugs

Refer to medication chart.

If pets on chronic medication – we need to examine at least every 6 months UNLESS Vet directed e.g. palliative care.



Nursing staff should ask at each medication repeat if there are any changes to the animal or symptoms and alert the prescribing Vet of same.

### Prescriptions for purchasing drugs off site

To make a script (we do this for outreach clients or if clients are likely to not purchase the drug from us, passed on pricing)

Go to Animal, letter templates and choose prescription. You can also, from this point, choose a variety of other letter options.

Also, from this point, print letter to delay desex, desex not at this clinic, etc. If you need to make a new letter, save it in this section for future use.

**To Print Roxby Downs desex/vacc – you will need to be in the Roxby Downs version of Vetlink.**

## Patient Care

Consults and physical exams will include weight (nursing staff should do) Body condition scores, dental grade.

Cats over 10 years– blood pressure assessment every 12 months; more frequently if diagnosed with CKF.

All animals over 7 years should be encouraged to have annual wellness profile.

### Medical Records (History)

**History** – the reason for the visit (generally completed by co-consult nurse)

**Clinical exam** – Vet exam (nurse to take notes – Vet MUST talk the notes out loud to the nurse)

The exam should relate to the reason for the visit and diagnosis (Dx or DDx – tentative differential). Unless general health check, referencing to all organs should be only in relation to the reason, otherwise NAD. You may use WNL to reduce writing.

**Tx** – lists what the client has clearly been told

### Follow up

### Diff Quick Chart:

Predominant Infection Type	TM intact	TM ruptured
<b>YEAST:</b> anti-fungal Tx Consider oral prednisolone depending on level of inflammation	Dermotic BID 10 days Osrnia applied twice 7 days apart OR Neptra – clean and 1 dose (lasts 4 weeks)	Systemic Antifungals (see below) Otitis Media (dog): Diflucin Flucomazole
<b>YEAST:</b> cleaner – if has light to moderate debris	Epitotic SID 30 mins prior to Dermotic application Dermotic, Easotic, or Topigen	Otoflush can be sued to clean ear
<b>COCCI:</b> Antibacterial Tx Consider: Oral prednisolone depending on level of inflammation	Easotic/Topigen BID 10 days	Enroflox (Baytril Otic) BID
<b>COCCI:</b> Cleaner: If has light to moderate debris	Epitotic SID 30 minutes prior to ointment application	Otoflush SID 30 minutes prior to Ointment application
<b>RODS:</b> Antibacterial Tx	Topigen SID 10 days the BID	Baytril Otic BID
<b>RODS:</b> Disinfectants <b>MANDATORY</b>	Otoflush SID 30 min prior to ointment application	Otoflush SID 30 minutes prior to ointment application

#### What to charge:

- Consult fee
- Cytology
- Disposables
- Medication dispensing fee
- Medication
- Anti-inflammatory
- Ear cleaners
- Syringes

Revisit – generally 7 days unless otherwise indicated

#### Revisit charge:

- Revisit consult
- Cytology
- Any further meds, cleaners

## **Pain Management/Anaesthesia Programmes**

- All patients to have physical exam prior to anaesthesia
- I/V catheter to be placed in all animals undergoing sedation and GA
- NO animal is to be left unattended for ANY length of time until intubated – this can be observational – does not need to be beside the animal
- All animals to be monitored by nurse while under anaesthetic
- All patients with surgical procedures must be given pain relief
- All neuters are given a Metacam inj on recovery