



Listen up – here's the
Redgum Staff
Newsletter
12/03/21

High 5's



Big High 5 to the team members who have got their instrument pics and info through to me on time! I love it when you guys respond to deadlines – it really helps me to get my work done!

Big high 5 to Lizzie for her Dental X-Rays! Great work this week!!

Special High 5 to Dillan and Brandon – the new little shed is up and operational! Great job guys!!

Learn

Stacks of learns this week, guys! So, will just list them off for you.

New products-

- *Contagious disease consult \$100 (this is for those consults like ringworm, giardia – those consults for which we need to give the consult room a clean before we can use it again)*



- Parvo (positive) consult \$120 – so when someone comes in with a suspect parvo dog, they need to be told that if a positive result comes up, the consult price will differ, due to the extent of cleaning which has to be done immediately



- TRANSPORT AND AMBULANCE FEE \$20. THIS IS FOR WHEN WE USE THE VAN TO PICK UP AN ANIMAL (NOT FOR GROOMING).

- *Itch Test/Pancreatitis Handout - these are the start of handouts we will use. Usually a handout is attached to a specific product, and that's what we will do – generally! But sometimes, like for these two, there is no one product to attach them to. So, they are their own product. To use them, price out the e.g. itch test, and finish the bill (zero cost) and THEN print or email the handout.*

Have a practice on your own account – and get a feel of it for yourself.

- *Prep profile now has two prices – one is for surgery (which is heavily discounted to support the client) and the other is for when the Vet might order the test through the consult.*

OTHER STUFF



Putting cardboard cartons on the floors in sheds – **PLEASE, PLEASE** put them up on pavers – if water gets into the sheds, the contents of the cartons are damaged and usually not able to be recovered.

Saturday morning staffing – staff start at 8:15. One staff member to finish at 11 and the other one to continue with cleaning and finishing up for the morning. It is only if there are many hospital animals that you would need to come in earlier than this. Two staff for 15 minutes should be able to deal with most hospital cases.



Re-ordering and restocking – hey guys – **KEEP YOUR EYES OPEN** – its part of your job and being responsible in the work environment.

No-one should be walking around with such tunnel vision that they don't notice – so when you see a gap on the shelf – **check it out!**



See whats missing; fill the gap or re-order!!

Some changes as a result of the Vetlink V6 upgrade

Handouts and certificates – now automatically show in Document Manager tab as well as in Handouts tab.

Remember ! If a client requests a certificate from a service done in Roxby – you need to be IN the Roxby version of Vetlink to print this – on the front L side computer, LA computer.

SpellCheck/Dictionary

This is in the top menu bar – it will automatically underline misspelled words
OR you can do a manual check by right clicking on a word and selecting
SPELLING

Credit on a clients account

A credit will now appear in a separate credit section next to the amount owing – it will still ask you if you want to use the credit or if you want to save the credit for something in the future.

Printing animal history – looks cleaner and simpler – NOTE – you can still go the old way (animal, history browser etc and there will be no changes)

New way – looks great – Animal record – print icon – animal history

OR Appointment – right click – print history

OR clinical history – print icon – print history

DHEW! That's a lot of information!



Team Reminders

- Louise is away next week
- Roger is away next Friday
- Roxby trip next week with Roger and Nikki
- The Steel Centre will be starting work on the cattery (inside) the week after next, so this means the boys will need to gut the inside before then. Be aware of them working and also if they have gates open, especially when you are moving animals around.

BIGGEST WIN



Whoo! Hoo! A BIG WIN for the nursing staff – looking forward to when we are one Vet, many nurses, and you will need to be moving large animals from Sx to X-Ray on your own – the new mobile X-ray trolley has been ordered, and will hopefully be here SOON!!

FOCUS POINT



Given our rethink at the staff meeting - lets keep the flexing of that dental muscle happening! Remember, the more you use any muscle, the more normal it feels and you become stronger with it. The same goes for the brain muscles.

The more we practice our Dental Scripts - the

easier they become, the more we can support and advocate for the animals we see.

So have a great week putting your dental scenarios to the huddle groups!! Ill look forward to you really smashing out responses when I get back!!

CELEBRATE

Lots to celebrate this week, with Molly taking up a senior nursing role with us. Molly and Nikki will share the Head Nurse role and titles. This means there will be some changes to how the nursing team operates - more on this when I am back on deck!

And thats a wrap for this week! Roger and I will be attending training next Friday, and doing pick-ups of supplies. Being out of the clinic will make it difficult to put together a newsletter - so how about you guys tell me on Monday 22nd what the Biggest Wins and Celebration points have been at Redgum for next week. So for now

- Thats All Folks!

