

# High 5

High 5 this week to JiaYi – two mentions in the morning huddle!! JiaYi smashed her learning of drugs and also took some brilliant initiative on Saturday morning. Roger was smashed in consult, fully booked and then walk-ins. J JiaYi took control and started the second co-consult. Roger said how much easier it made it, knowing that she had started and had everything under control. Well Done JiaYi!! Love your work!!



## Team reminder

Laser, Laser, Laser!!

Team training next Tuesday – will confirm time on the day. This is the opportunity for you to learn about the resources we have! Remember the UTILISE in REDGUM? This is the start of

everyone being sure of what they have to work with and how to use it.

*There will be a framework of who does what while Roger and I are on leave. This will be written up and put at the front desk. The idea is to guide everyone, so that our systems continue to operate, and any bumps in the road are minimised.*

*Roxby Trip – Tuesday and Wednesday – Molly and Roger doing the trip.*

*Changes to Roster – Tuesday – Liz moves to treatment; Wednesday JiaYi moves to Co-consult, Caitlin to pick up the Consult shift!!*



## Biggest win

This week its all visual!  
The Puppy School area is just about finished and we are now taking bookings!

AND - the front garden and cementing are DONE!!!

This has been a long time in the planning and to see it finally finished is really good!! A huge, huge thanks to Dillan and Brandon for all their work, and for being so flexible when little problems have come up!!



## Focus point

Im going to sound like a broken record, but here we go again – YEP! Its all about

the DENTALS!!

So, this really sits in the co-consult and in how the information is explained to the client. You have all the tools at your disposal now – dental models, dental flip charts, grading documents, dental scripts, dental follow up notes, BIIN, BIIN phone call follow up, dental



handouts for post dental visits, and the dental surgery handouts – Remember that U in REDGUM – UTILISE!! Utilise the tools, use what you have in front of you, to educate the client to the value of the dental procedure, and those numbers will take care of themselves. Im looking for 10% improvement in the dental grading, dental follow ups and dental bookings and *i believe.....* in you!! I know you guys have this!!

Thanks team for a great week – lots of different things going on, some goals achieved, and new goals started!  
Brilliant work!!

