



A big welcome to Naomi and Min Jee – both finishing their first full week with Redgum! IT's been really great to have a full deck of Vets this week, and this has also allowed us to do a much needed Roxby clinic.

Also a big welcome to Henry, as he completes his final year of study. Its great to have Henry back at Redgum!

High 5

High 5's all round this week!

Well done to the team on reaching your dental targets!!

Great work!!



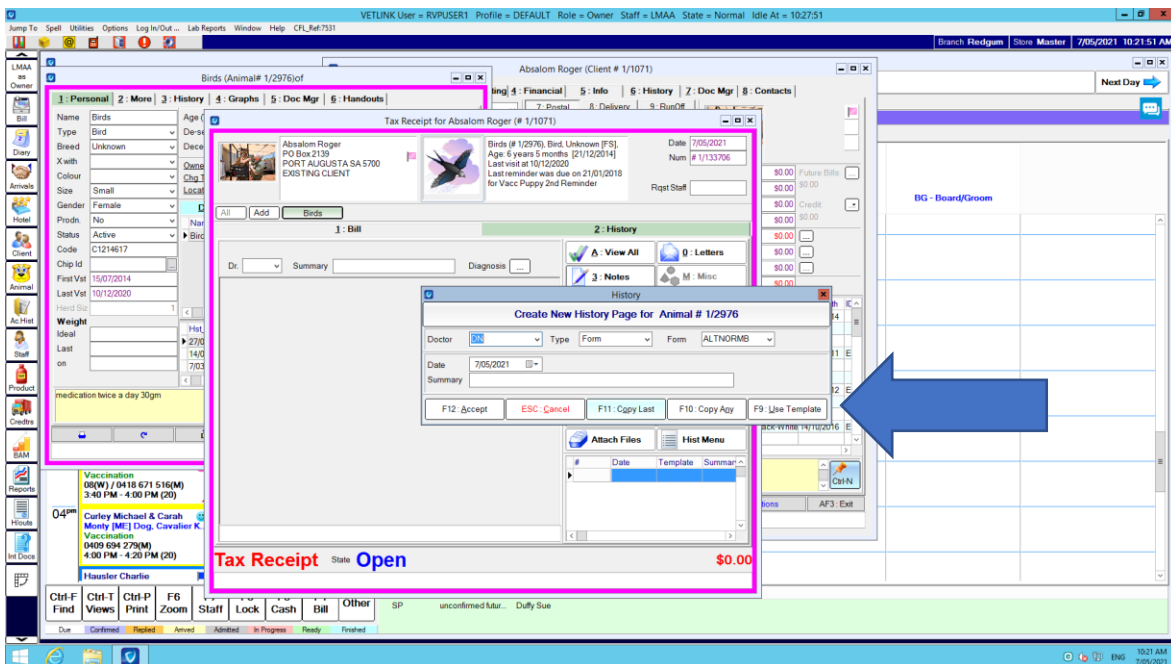
A BIG high 5 to Caitlin for booking her very first dental last Saturday!! Well done!! The first one is always the hardest!

Team reminder

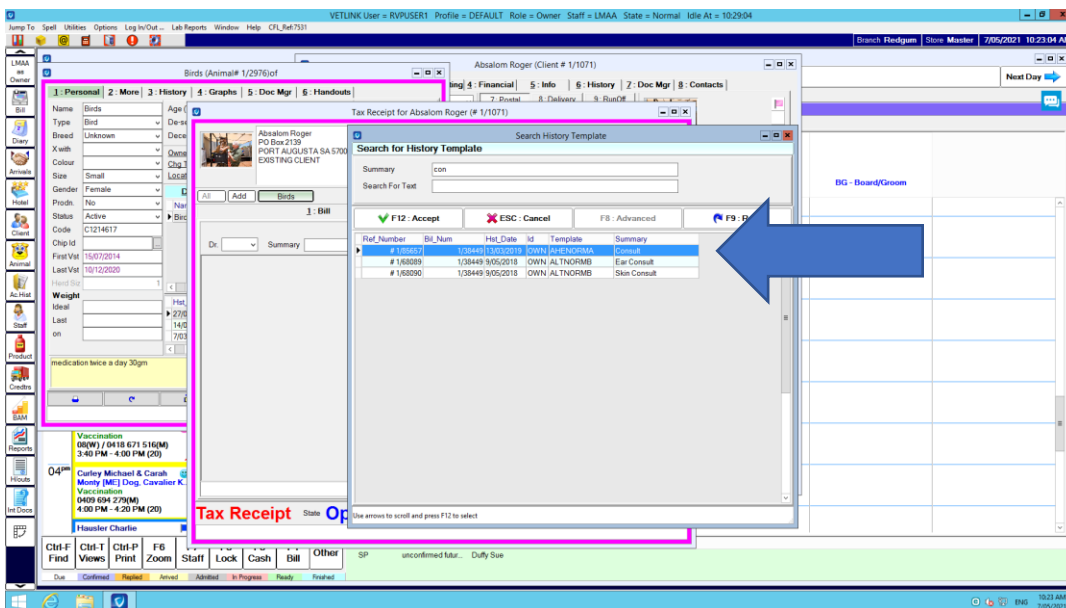
Lots of changes and improvements this week!

Co-consult

Thanks to Min Jee for the training this week. The new templates have been put into Vetlink. When you start a consult, and make the bill, go to **USE TEMPLATE**



In the next screen, start to type consult in the summary and you will get the list of templates with consult. Click on consult.



This will bring up the template with the cheat sheets Min Jee referred to

DUDE x v/d/c/breathing changes/s/limping/scratching

Preventatives

CATS – are they inside only or in/out

Drinking

Urinating

Defecating

Eating

Vomitting

Diah

Coughing

Breathing difficulty

Sneezing

Limping

Scratching – just ears or everywhere?



We will start using this template **from Monday** – so for all co-consult

nurses and Vets, please be aware of this. We will also introduce the co-consult tick sheet – this is to help you to remember to ask the questions that we look for when we invoice check. And remember to note your happy feeling!! Studies show that when we associate a new habit with a good feeling, we are more likely to adopt that habit – so we have added a space to the list where you can record your happy feeling!



*Ive also added a specific desex template for Jenny Patrick cats – JP spey cat and JP castrate cat. You WILL need to add or delete to make the records complete (**DO NOT SEND OFF RECORDS WITH THE TEMPLATE PROMPTS STILL IN THERE**). It also asks you to send the records to the client – change this to **SENT** to client and then send the completed notes.*

There is also a new sheet for Nurse after hours possible charges to help prompt the nurse. This is laminated and in the prep room, and also in the grey folder at the front desk.

There has also been Suprelorin pre and post information added to Vetlink. The pre information is about Suprelorin. If you have a client ask for the product, price out Suprelorin Pre Implant Information – there is no cost attached to this. When you are prompted to send a handout, click YES, and the client will get the information sent to them.

*The post implant information is attached to the suprelorin product itself, so you **DO need to send the handout.***

Whats on this week?

Nothing special booked for this week.

Roger has the pig consult booked for Tuesday and we are trying to organise a Wilmington day for some horse work for Wednesday, other than that, its business as usual.

Be on the lookout for work around the cattery – we hope to have the building work finished this week, and then its just the final coat of paint to finish it off!

Also the puppy school area should be pretty close to finished this week with the fence going up.

And, the cementing at the front area will be done on Monday – so, lots of improvements, and finally getting to the point where things can be ticked off!!



Biggest Win

I reckon the biggest win this week goes to all of you! A brilliant alignment day last week, with heaps of things raised and able to be actioned; many of these things have been started, and will feed through to you asap

Thanks also for your input into the Redgum values – Ive sent the list through to Peter and that will form the basis of our next alignment day. At this stage, looking at June; Peter is looking at the list of dates Ive sent through, and will hopefully have that organised next week.



Front of building

How good does this look?

And how good is the blackboard? Whoever brings the flags in at end of day, also bring the blackboard in.

Whoever puts the flags out, also welcome

someone!! Try to make it a new client, or a new animal.



Focus Point

We are doing such a good job with the dentals – lets keep this going!!

invoice checking is showing that there are still a lot of consults where grading is not happening, 63%, 40%, 31%, 78%, 87% and from

those that are graded, quite a few are not followed up with the nurse consult.

Nurses – you don't need to wait for the Vet to do the grading – YOU can do it! And its up to YOU to do the dental chat – OR if you are busy, then the consult or treatment nurse can step in and help you.

We have come so far with this one – lets keep it going!

Great job so far! Lets make it Amazing!!

*Have a
fantastic
weekend
team!*

