



*And.... Back due to public demand.... Your REDGUM newsletter!!!*

*Don't be put off by the date - lets*

*make Friday 13<sup>th</sup> a positive!*



## **HIGH 5**

*High 5 to the whole team - its been positive and uplifting to watch you all over the last few weeks - its been like watching a dance, with you all working together and*

*helping each other out, seamlessly and happily. I cant say how proud Roger and I are of you all!!!*

## **Team reminder**

*A lot of new things to get in our heads!!*

*Ordering - thanks to Amber (YAY!!) we now all know how to add orders to Vetlink and how to transfer that straight through to the client bill. This really streamlines the ordering process. When you unpack the order, you WILL need to get into the habit of looking at the order screen and pricing out from there. This also means when a client orders a product, we WILL need to check that we have current contact details so we can alert the client of their order to pick up.*

*When a client changes their boarding booking (extends or shortens) we need to make that change to the actual booking in the hotel module, as this will adjust the days and pricing on the bill. PLEASE make sure if you notice any issues, to record the client name and time of the problem, so I can take the information back to Vetlink.*

*When a client pays for a cremation PACKAGE this also includes the cremation fee – so don't charge them again for cremation!!*

*First aid for pets – please advise all owners to download the app – there is a heap of great information in there which WILL be of benefit to them*

*Finding a quote – the quote is saved in client record, history tab, quotes tab; this is where all quotes are stored!!!*

**Please remember to put the correct Vets initials on the consult/surgery!!**

## Biggest win

Again, this is all about you guys and the team!! Congratulations to each and every one of you for the effort you have put in over the past month. I know there

have been trying days, hard days, long days and busy days – and you have all met this head on with courage, determination, positivity, and professionalism. Well done!!



## Focus point

As we all agreed in the staff meeting - the focus for the rest of this month is going to be WORMING and BLOODS. So, how are we going to do this?

WORMING - this is up to all of us! Boarding and grooming staff can ask if the client would like their pet wormed while they are with us. In consult, AND at front desk - check records, if worming is not UTD, ask!! Lets wipe that 227 off the page!!

In regard to bloods - the Vets and co-consult nurses can start this conversation with the client when they book a procedure from the consult. The admission staff can follow up on that - please make sure you advise every surgery of the value of PAB.

## WHAT'S COMING UP?

Training - 2<sup>nd</sup> Sept we have Zoetis training via Zoom - all about Derm issues - Apoquel and Cytopoint

Minjee will hopefully be here next week!!

AND - Katy starts next week - WELCOME KATY!!

Brilliant work, team!! Super proud of all of you!!



**WHO'S AWESOME?**  
YOU'RE AWESOME