

# LISTEN UP – HERE'S THE REDGUM STAFF NEWSLETTER

14-4-22



## High 5's

Big High 5 to new Vet we reckon you've made decision to be part of Redgum team.

It's a bit of a rocky start Easter and short weeks, don't worry, you'll soon it and full steam ahead!!



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Special HIGH 5 to all the nurses – you guys absolutely rock!! Thank you for pulling the days together and for getting the job done!!

# Learn

*A few things to list off this week – please make sure you are aware of these, if you have any questions, please see Louise*

**Edenhills** – the HOLDS in the freezer are to be checked off every Monday (or if public holiday, either the Saturday prior, or 1<sup>st</sup> thing Tuesday after) – the list to go to either Suzi, Steve or Louise to check if any holds are now to go and the tag and book needs to be updated before Edenhills arrive.

Who does it? - Kennel Hand responsibility; make sure when you hand this on to someone else for checking, that you circle back and make sure the task is finished

No shows for appointments – to receive a call to rebook

**Who does it?** Front desk, consult nurse, kennel hand – any of these – pls make a note on the appointment that you have called.

Phone training with **AMBER** – please keep your training notes, and refer to them often – this is the format that every staff member at Redgum will follow from this point on.



**NURSES – HOW IS THE RECORDING OF DRUGS USED WORKING IN THE SURGERY TEMPLATES?? LET ME KNOW IF THIS IS EASIER OR NOT!!**

New products- a few that you might have not been aware of, or might have forgotten.....

- *Contagious disease consult for those consults like giardia – those consults for need to give the consult clean before we can use it*



*\$100 (this is ringworm, which we room a again)*

- Parvo (positive) consult 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

*\$120 – so*



- 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 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.*

*The surgery templates have all been updated – these are to make it heaps easier for you when you are making estimates and pricing out in surgery – so please become familiar with them and use them – they will save you heaps of time and effort!!*



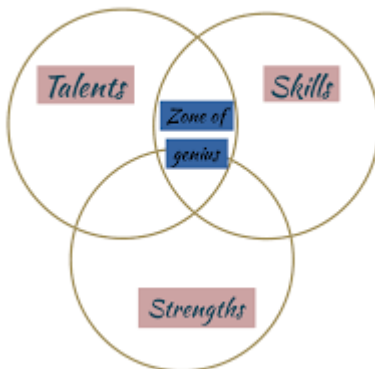
Re-ordering and restocking – hey guys – **KEEP YOUR EYES OPEN** – its part of EVERYONE’s job and being responsible in the work environment. so when you see a gap on the shelf – **check it out!**

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



***PHEW! That’s a lot of information!***

### *Team Reminders*



Please bring your ZONE OF GENIUS info with you on Tuesday

And

Your 6 human needs



**This info is what will drive change at Redgum; be part of that!!**



Next week

Patrick is out on Thursday 21<sup>st</sup>; Suzi out on Friday 22<sup>nd</sup>; Louise out on Wednesday 20<sup>th</sup>

## FOCUS POINT



*OK... So they don't look like this any more - things change!!*

*And so do we - the new phone training is going to be our focus for this month!!*

*So, take it on board, 20% excitement level, engage the client, talk to them, educate to value and round it*

*up with the booking in. Lets do this!!*

## CELEBRATE

*Lots to celebrate this week; hopefully Molly's new bundle arrives!! Olli coming on board, everyone upping their game around*

*the phone training, Easter bunny paying us a visit, Roger surviving the Dentist, and heaps more -*

*thanks team for a great week! You are all amazing!*

