



**Listen up!**  
**Here's all the Redgum news from**  
**this week!!**

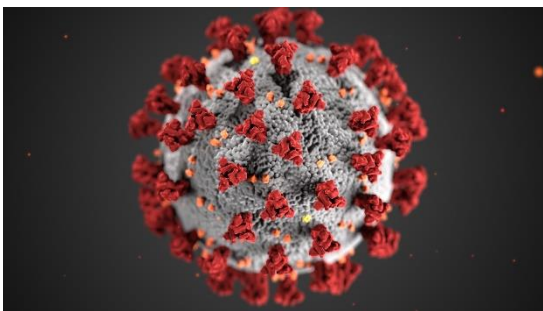


## High 5

Big high 5 to the whole team this week. Down 7 staff is half of our team, yet you guys made it happen..... every one of you have worked over and above this week – a HUGE thanks from Roger and !!!



And to our growing list of Covid sickies and recoverings –  
Steve – back Monday



Olli – back Monday

Take care, get well, and see you soon!

Suzie – back Monday  
Austin – back Tuesday  
JiaYi – back Monday  
Emily – back now!!



## CO-CONSULT FORMULA

THANKS TO THE TEAM FOR PUTTING IT ALL ON THE LINE THIS WEEK AND BEING OPEN AND HONEST IN THE DISCUSSION AROUND THE CO-CONSULT ROLE.

FROM OUR DISCUSSION THE FOLLOWING FORMULA HAS BEEN DEVELOPED. THIS IS HOW THE CO-CONSULT ROLE WILL WORK FROM THIS POINT ON.

PLEASE EMAIL ME TO LET ME KNOW THAT YOU HAVE READ AND UNDERSTOOD THE PROCESS – IF YOU HAVE ANY QUERIES, PLEASE BRING YOUR IDEAS TO ME NEXT WEEK!

### Co-consult 11-5-22

**Front desk/client liaison/kennel hands** – start the consult checklist and complete the first 5 sections

Attach the checklist to the clipboard at front desk with purple ribbons

**IF cytology** – skin, ears – (and if animal is compliant) – consult nurse can begin the consult by doing the cytology, then the client waits in reception for the nurse to take through.

### Co-consult nurse to take the client to the room

**SCRIPT** – *Hi, Im Amber, Im one of the nurses here at Redgum, would you like to come into the consult room and Ill just start gathering some information for Dr. Patrick, and he will be in shortly.*

Co-consult nurse – start gathering the reason for being there – complete DUDE on computer as you go.

If you feel comfortable, if the animal is calm, you may do a R rate and record (top of consult page).

If the consult is for triage, you may also do a temp reading and record (top of consult page).

Quickly review the previous notes to see if there is any impact on todays visit that you need to advise the Vet on.

**MEANWHILE.....** The Vet will be in either the prep room, nurses room or bloods room on computer. Roxby computer to come back each trip and be set up in bloods room. (So, when RD trip is on, this room will not be available).

The Vet will be reviewing last consult, tidying notes, phone calls etc.

Once the co-consult nurse has completed the reason data – they should page the Vet, **SCRIPT** – *say to client – Ill just go and get Dr. Patrick and give him a handover to the reason for Freddy's visit today.*

**Find the Vet and do handover.** Advise the Vet if they should read previous history that may impact on todays visit.

While the Vet is doing this, the nurse should engage with the client – ask any open questions to encourage conversation, not necessarily related to the consult, can be very general.

*Vet moves to examination – this will be nose to tail, unless the consult dictates otherwise – the Vet will talk out the findings, so the nurse can record them.*

The nurse will move to the computer and record the findings of the examination as the Vet speaks them.

**The Vets have also indicated they are more than happy for the nurses to prompt them in their examination, given the nurses involvement in the initial examination.**

## Diagnosis

The Vet will take control of discussing the diagnosis with the Client and the nurse will record this information.

## Treatment

In most cases, the Vet will move from the room to dispense drugs, unless they are more routine drugs and the nurse may move to dispense these.

**The Vet has made the recommendation and the Nurse follows through with the discussion around the recommendation, estimates, bookings and follow ups.**

When the Vet moves to get the drugs ready, the Nurse will use this time to discuss future options with the client, produce estimates, and make future bookings – book it in now (see below)

When the Vet is reviewing the notes (generally, when the nurse is starting the next consult), should the Vet decide that a follow up is warranted and has not been booked, they will make a consult in the nurses column, and the nurse on the day will call the client

**SCRIPT** – *Dr Patrick has reviewed your case and notes, and feels that a revisit is warranted due to .....*

### Things for the nurses to prompt the Vets on

- Fill in the prescription section for ongoing meds
- Heartworm vaccination/nexgard spectra- promotion buy 3/6 get special deal
- Worming – ask every animal (if not asked by front area)
- Flea and tick treatment/nexgard – promotion buy 3/6 get special deal
- Grooming – does the dog need a groom for skin condition

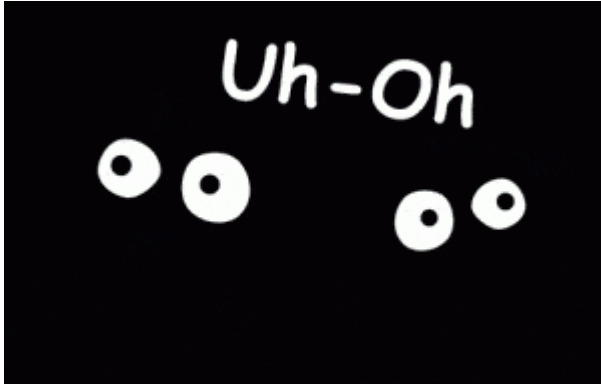


### BIIN PROMPTS

- Vaccination – BIIN for 12 months and we will call to confirm date/time
- Dental rechecks – with Nurse UNLESS nurse concerns
- Anal Glands – regular releasing of glands is better for the animal, less likely to get anal gland abscess - Vet recommendation is release every 3 mths
- Thyroid/Kidney/Weight – book revisits as per vet directives
- Weight can be nurse visit at no cost to client
- Cartrophen – Nurses can do
- Skin – apoquel revisit to confirm dose and rate
- New medication – book revisit as per vet directive to determine stability of treatment plan
- Revisits – from Sx, consult recheck and review
- Nurse call backs – from travel sheet/from Vets consult notes

## Whats on Next Week?

- Amber and Emily – Training 10am Monday
- Roxby Downs – Roger and Ellie – Tuesday and Wednesday
- Friday 20<sup>th</sup> – we have been advised there will be no power this day at Redgum, so we will run on a skeleton staff



- Vet = Olli
- Nurse = JiaYi
- Kennel hand = Emily 10am-2pm to cover lunches and anything extra
- Reception = Steve
- Boarding = Dillan
- Roger will be available for phone support through the day, except when flying (9.30-12) Dr. Patrick will be available during this time.

Roger will be off from end of surgery on Thursday through until Wednesday the following week.

Pays will be set up to be paid according to the roster (if you are not working on Friday, it will be termed a leave day); if you work any different hours, please notify me with a message in your time book.

*So, following on from our training with Peter – heres the outline for each staff members responsibility around worming.*

*These are the guidelines that we all developed, and each person was involved in that process, so lets celebrate the wins that each group has around worming at our morning huddle.*

*Again – please email me to let me know that*



*you have read and understood the new process, thanks*

## ***Worming at Redgum***

**KENNELS** – worming is compulsory for a kennel bookings (dog and cat) This is indicated on the boarding sheets – all staff are to ask the client and record if they have already wormed the animal

**GROOMING** – will ask grooming clients – review records previous day to know who needs worming and offer to do it on the day

**SURGERY** – Sx staff will ask at time of admission

**VETS** – Vets will include worming as part of the normal treatment plan for any of the following appointments

Gut issues/diah	Skin issues	Animal not acting like itself
Animal losing weight		Animal off-colour
Puppy/kitten consult		

So, from this point forward, worming will a routine and normal part of these types of consults.

**CLINIC** – front desk staff will complete the first 5 squares of the white consult checklist

- Reception
- Client Liaison
- Kennel Hand
- Consult nurse

Staff will interact with the client, complete the first 5 squares, get the worming or F/t treatments ready, and record what they have done on the sheet (a simple tick or word will suffice) and put the sheet on the tagged A5 size clip board.

The nurse or Vet will take the sheet from the clipboard into the consult along with the client, and then continue the process of completing the white consult checklist.

Completed checklists to come to LA at end of day as per usual.

### **Conversation prompts around worming**

At our training, we talked about posturing and how we say something will often impact on the response we receive.

**So, how to do this?** We all agreed, that given the severity of a worming burden, it is really important and good general health care, that animals are wormed regularly and because of this, we, at Redgum, will either ask every client, or will take responsibility for checking every clients records, in regard to worming.

Its important that you ask open questions, so the client does not answer with a Y or N.

You might frame up your questioning with these prompts -

- So, where is Fluffy up to with worming?
- What is your current worming protocol?
- You might talk about what we can do – we can do that for you here today if you like?
- We can put together 12 months worming supply and we will email/text you every three months if you like? Would that work for you?

We believe in looking after the whole health of the animal, and that includes regular worming.

So, a fair bit of reading and taking new concepts on board this week!

Its all about being the best we can be, for our team, for our clients and for Redgum.



**The little things you do, everyday, matter.**

**This is what adds up to change, over time, for the better!**

Please remember to email me that you have read and understood the new procedures.

See you on Monday – have a safe and happy weekend!!

