

High 5

BIG BIG High 5 to JiaYi this week – she overcame an enormous fear and DROVE ROGER's CAR!! AND here is the proof!!!!



Well done J!!!! Looking amazing on the road from Roxby!!

Team reminder

The grooming girls are adopting a new way of doing things.

They are going to EACH refer 2 dentals and 2 other health referrals per week.

They now have a grooming template they will use to write a history in client notes.

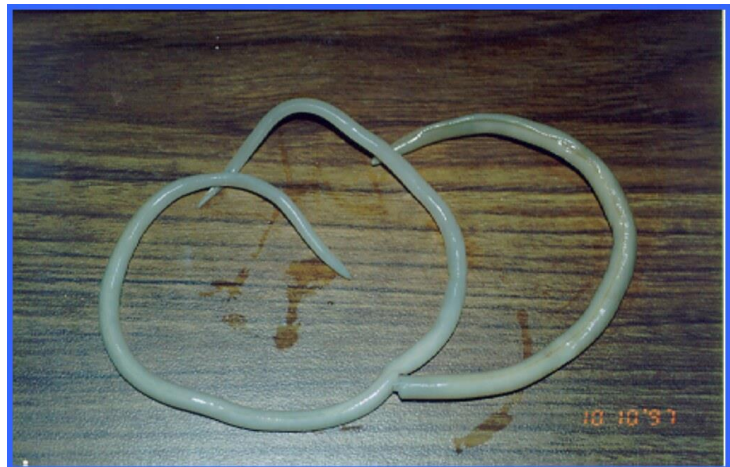
When they see a referral issue, they will book a nurse consult, phone the client and let them know the time to come in for the consult (on the same day as the groom). If the client is unable to do this, the groomers will either set up another appointment, or will give Suzie the contact information and she will call the client the next day to book a nurse appointment (no cost). The groomers will let the client know that Suzie will be calling them.

The nursing staff will pick up the nurse consult and discuss health options according to the issue, and make recommendations. If they feel it is urgent and a Vet is available, the patient should be seen asap.

The groomers will also be referring clients for shampoos and brushes, so watch out for these conversations!!

WORMING – sorry guys, I don't have the most current weekly figures, but did tally them last week and we have a 20% increase in worming sales. This is excellent news for all those pets who might not have had consistent worming in the past == how healthy and happy is their insides going to be!!

The new worming brochure is now in use – there are 10 in each of the consult rooms, and 10 at front desk. We can print more as we need them. PLEASE, PLEASE use the information to support your conversations – these flyers are tools for you to help the animals we see!



Biggest win

Congrats to the Puppy Schoolers!! Week 2 done and dusted!!



Focus point

Thanks team for taking on the dental training again this week – hope the pizza is amazing!! This week its all about radiographs – taking them, reading them, interpreting them.

Please remember to take any notes of changes, or improvements we can do that will help you!



Our goal is for 20 dentals done in the month of June – and then we all go bowling and dinner together!! So, full steam ahead, use the tools at your disposal, and lets get those numbers in!!

Over the past few weeks there has been some work and revision done around a couple of very important folders.



1. Standards of Care – this folder is designed to support all staff; from what template to use for notes, what to do in the consult, what follow up to initiate, and what aftercare is to be done. In some cases it even goes into treatment options.

Its designed from a new grad point of view – to help them to grow into how things are done at Redgum. BUT it shouldn't stop there – the folder is a great resource tool for all Vets and nursing staff; to help you be aware of how we want you to work and operate. Please take the time to have a good review of this folder – it is what underpins how you do your work.

2. The second folder now fully revised, is the Equipment Register by Room. This takes you on a journey room by room, listing what equipment is in that room, what is used for, where it is stored and how it is cleaned. Please take the time to read through it – make yourself familiar with equipment you don't know and learn about how to use it.

Thanks Steve, Molly and Ellie for all the work on these really important folders.

And finally.... Have an amazing, relaxing and fun weekend, and see you all on Monday!!

