



# High 5

Congrats to Amber for completing one puppy school class!! Well done! The impact of this is that these new puppies and their owners are bonded to Redgum – this is invaluable to us over the life of that animal.

Congrats to Amber for completing



Too often staff look at puppy school as a bit of a nuisance without realising the incredible value of this part of what we offer! So, special thanks to Amber, Hayley and Donna for standing in the cold and doing such a brilliant job.

*The second High 5 is for Patrick - its been a tough couple of weeks post covid for Patrick and he has soldiered and kept going - so a big, big thanks for your stickability!*



## QUITE A FEW REMINDERS and **FOCUS POINTS** FOR THIS WEEK

KEEP AN EYE ON FEES – THERE HAVE BEEN INCREASES THIS WEEK AND A FEW MORE TO COME NEXT WEEK – SO PLEASE TAKE THE TIME TO CHECK BEFORE YOU QUOTE ANYTHING TO CLIENTS.

**Microchip forms** – RSPCA – only require that the chip number is entered onto DACE, which THEY DO AT POINT OF SALE.

From our point of view this means that we –

Enter the chip number that you have implanted on our system and note that you have given the original form to the driver

Put the chip number on the chip form, with the animal details

Give the original form to the driver

**Surgery notifications** – we have the availability to send email/SMS to clients to alert them of the time for them to come in for surgeries.

DO NOT send an email/SMS message any other way, as it WILL send the incorrect time to the client.

R click on the surgery booking

Go to email/SMS

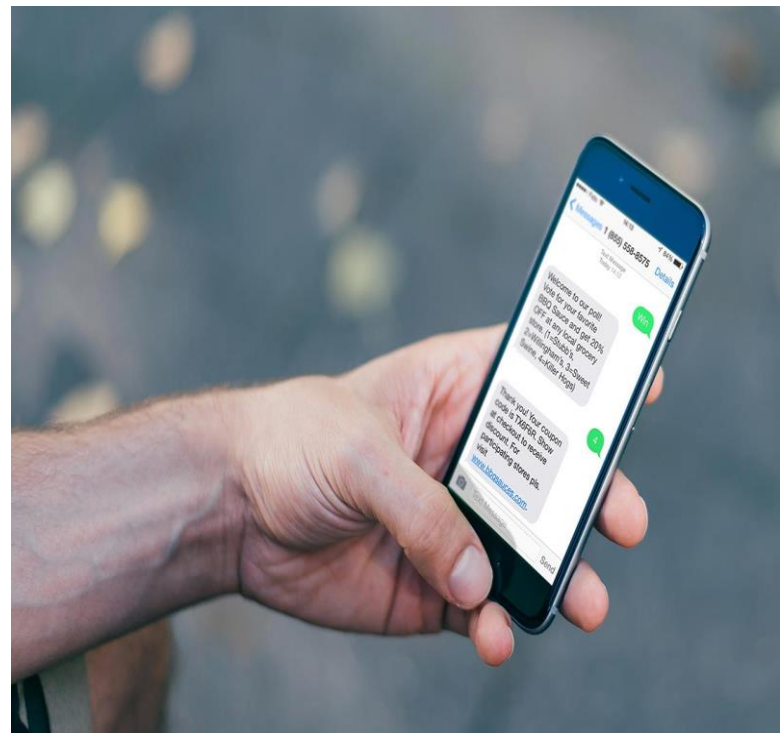
Custom message

Load template

Surgery reminder OR MONDAY surgery reminder (if on a Friday)

You can adjust the times of the message, (speak with the treatment nurse to confirm surgery admission times)

Send



VETS & NURSES – Ive been in touch with iM3 for training on the new dental machine – they will happily do that, but first need



you guys to have looked at two videos.

Please come and see me when you have 11.5 minutes for the first one and 7.5 minutes for the second one.

You will need to see me, so I can email the links to you.

Once you have done this, I will book the iM3 training.

#### System of operating review

We' ve had a bit of a hiccup this week with a complaint from a client.

The end result of this is that we need to be very mindful of the systems we have in place

**Reception** – please gather the correct reason for the consult – if it is a vaccination, break it down to which vaccination.

**Co-consult** – please check the previous notes to see if there is anything to add to the current consult

**Consult Vet** – please allow the co-consult nurse to do their job and stat the consult without the Vet. Use this time to complete your notes from the previous consult AND to read the history of the next consult

**Vets** – do not administer ANY vaccine without getting verbal OK from the owner



This process should ensure the notes are up to date and correct; the Owner is OK with the vaccine consult and the right product is used.

# No-show consults

**For consults** – reception to phone and rebook, or seek understanding of why the consult was cancelled AND record this in history

**Surgery/procedures** – Treatment nurse to call and clarify the reason for the no show. If a pricing issue, refer to LA.

# Next week

Roxby next Wednesday and Thursday – Roger and Amber

*New/revised ideas to implement*

Outback First Aid kit  
Dental program



Lots of things to remember in this newsletter – its all about continual improvement and making us the best team ever!!



**Thanks team for a great week – Brilliant work!!**