

# High 5's Big

High 5 to Suzi who booked her first dental!!  
Come on Suzi – get that second one to earn a reward!!



Also a huge call out the team who are still standing - for keeping things moving, and doing a brilliant job under difficult circumstances!! Well done!!

## Team reminder



We had a quick staff meeting today, so for those of you not here.... A few reminders!!

*Accounts – a reminder that there is to be no booking up!! Of course, there are always exceptions, and we do have some clients that are brilliant at paying down on a regular basis – but we also have a LOT of clients who shay they will pay and they don't.*

*So, for this reason, I am drawing a halt to all accounts;*



*if you are*

*unsure, please ask me or if I am not here, ask Steve.*

*New clients – please speak to them prior to them having the consult and advise them that payment is required on the day. If you have any concerns, please ask them to pay up front for their consult – its tough that we need to do this, but we have been stung often enough that we need to make these changes.*

*As a team, we have decided to take a really serious look at pain.* We



talked about the CVS (current version of the situation) and the BVS (best version of the situation), and what we came up with, is that its just a few minor adjustments to move from CVS to BVS.

**1. Treatment Plan - Vets are going to discuss this with Owners and complete the consult notes with this section. They will record what they want the nurse to follow up with in the phone call, and then what?? So, e.g.**

**Call in 3 days, to assess pain relief. If no significant difference, to come in for xray. This means the nurse has a clear framework for moving forward, and the client will also have a clear framework for what is possibly going to happen.**

**2. Nurses are free to prompt the Vet with information to support great note keeping - e.g. do you have a dental score and recommendation for Fluffy? What treatment plan would you like for after the consult?**

**3. Vets and nurses will ask the Owner to rate the animals pain on a scale of 0-5 - this can be discussed in the phone call as well. This has been added to the consult template.**

**4. We are going to recommend 4cyte, mobility foods, and coats in the first instance. These products will be measured to give us an idea of how the recommendations are going or if we need to work on better scripts to support the nurses in the consult**

**5. Steve will develop a spreadsheet to track the follow up phone calls to clients about pain support**

*So, our list of health support questions is growing...*

*Worming, Dental care, Pain*

*Imagine if we can help every animal with these areas – how their lives would improve for the better!*



*Donna is sweltering in Darwin!!*



*Whats on this week?  
Patrick is enjoying the delights of  
Victoria,  
(have you picked up a few passengers  
Patrick?) and*



*Hopefully  
Amber and  
Nikki are  
feeling much healthier and back on  
deck.*



## Biggest Win

### Focus Point

As we step things up this week in the consult room, with the addition of a pain discussion – remember how fantastic it is to be able to be part of the team that will give an animal the opportunity to reduce their pain, increase their health and live longer and happier. Now that makes me smile.... I bet it makes you smile too! And when we smile, we spread that happiness! Well done team!!

smile  
Sparkle  
shine

*Dr. Oli is on this Saturday. Ellie and J are the two supporting nurses. Use the time to catch up on anything not up to speed from through the week. Thankyou!!*



I don't know about you,  
But I am ready for the.....

**WEEKEND!!**

*Emily is working kennels Saturday morning and Dillan taking over at 1pm*

**Have a fantastic weekend team!**