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up –  
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# the Redgum Staff Newsletter 7/7/22

## High 5's

Big High 5 to everyone for helping out with stocktake this week!!

Also a big High 5 to the team for your attitude to the students we have had this week. It isn't always easier to have extra bodies around the place, so thanks for accommodating them and giving them the opportunity to see how the clinic works.



# Learn

Stacks of learns this week, guys! So, will just list them off for you.

## STAGED DENTALS

– *this process is now operational and we can and should be talking to clients about it.*

*When?*

When the vet feels a staged approach will be better for the animal

When the client is cost constricted and a staged approach will suit their budget better

When the client wants a specific day, and the schedule will not allow that length of service

## Filming

Peta and Matt will be here on Monday to finish off the videos for those staff who weren't around last filming day.

Will it disrupt the clinic – yes, a bit. But its fun, and will only last a little while!!!

This means we can then move to finalising the website rebuild



## Pensioner Discount

There has been some confusion around this, so here are the guidelines ---

Not for medications, surgery, boarding or grooming. Grooming gets their own discount through a rewards program (apart from bathing – we discount this to try to increase numbers for the grooming team)

## Hey, don't forget about these.....

- *Contagious disease consult \$100 (this is for those consults like ringworm, giardia – those consults for which we need to give the consult room a clean before we can use it again)*



- Parvo (positive) consult \$120 – so 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



- 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.



## Team Reminders



- Nikki is on leave next week - yes, we did say no leave during a Roxby week, but Nikki has been putting in over and above since Molly left, and Roger and I felt this break

was really important to her.

- Patrick is on leave, starting from Thursday – have a great break Patrick!!
- Roxby trip next week with Roger and Amber



## KPI's JUNE 2022



Great news with an **increase in dentals** for the month of June – 19 this month!!

Fantastic work team!!

**Primary consults 263**

**Vaccinations 312**

This means a whole lot of opportunities – **we booked 3.3% of these into dentals** – which is a whopping 50% improvement on previous months!!

BUT.... You have to agree, the numbers are still pretty low, given the high number of opportunities! Lets aim for around 4-5% for the month of July!!

Great work with x-rays - brilliant 52 and bloods/diagnositcs 96. These figures are absolutley brilliant -and it means that we are working up cases really well, and providing the client with certainty about the health of their pets!!

## Focus Point –

### The Revisit

**When is a revisit a revisit, when is it free, and when is it a consult?**

Its free when it's a follow up from surgery/dental

It's a new consult if its additonal content – if another issue is raised, or if the client wants to discuss other things

It's a revisit if the Vet has reuquested the client come back – to check on progress, to check responses, etc.

When do we automatically book a revisit?

- ❖ **Anal gland – rebook for three months**
- ❖ **All vaccinations .... Rebook for next vacc**
- ❖ **Any case of concern – rebook the revisit NOW**
- ❖ **Final vacc – book desex**

## ***Something to think about?????***

What do you think of this??

When I met with the Vets this week, they talked about booking a consult for the discussion around bloods/test results.



This is what happens with your own GP..... do you think this would be a better option, rather than the Vet having to remember to call the client????



So, how could it work?? Maybe the consult nurse checks (from the flashing symbol on Vetlink) and calls the client to book the consult. We could develop a new consult price for this service.

*Tell me what you think???*

That's     All  
Folks!

