



# High 5's

Huge high 5 to everyone for their support this week – we have got

through, working under extreme pressure and with plugging gaps as best we can.

So a super, super big thankyou to you all!!

Its been great to have busy days again, or what we used to call normal days!

## Team reminder



A couple of re-reminders! We have discussed this before, but there are still a few getting through -

*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 say they will pay and they don't.*

*So, for this reason, I am drawing a halt to all accounts; please ask me or if I am not here, ask Steve.*



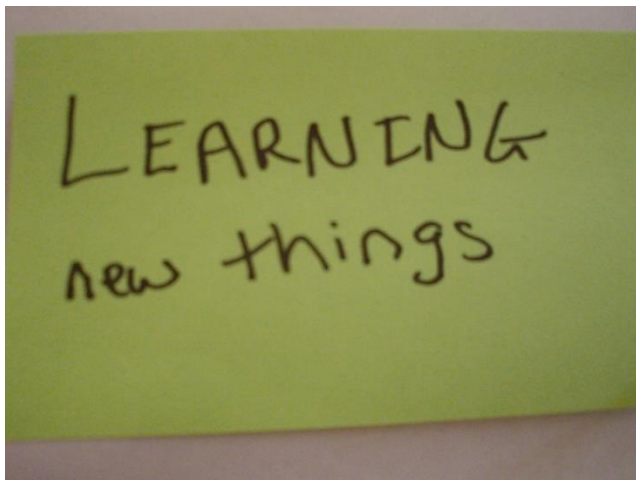
*if you are*

**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.

*Treatment Plans - we agreed that the Vets will complete this part of the notes, especially so that nursing staff can follow up with phone calls and can advise the owner according to the recommendations of the vet. Please do your best to complete this part of the consult notes.*



**So, 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.**



### *NEW THINGS!*

*We have a new treatment page in Vetlink - titled Dental Template.*

*When you have a dental grading, you can add a page (from the list on the RH side) and click on dental template.*

*This will bring up a new template with prompts to ask the client.*

*The information has been drawn from current research, and is designed to alert both the client and the staff of any potential issues.*

*Please try to use this when you can - it will assist you further in converting your conversations into actual dentals.*

*Please use the new template and let me know how it is working - we can make changes if its not of value.*



*We also have a new handout for home care for FLUTD cats – thanks to JiaYi!! This is printed from a product called FLUTD Home Care Notes. So you price out the product and then print/email it when prompted. This should support the Owner in the care of FLUTD cats.*

*Thanks to Níkkí and Emily, we also have a new flowchart related to Parvo.*

*The chart is designed for front desk staff, to use when they are talking to clients. Please familiarise your self with this chart (in the grey folder) and use it when you have a potential parvo case coming in.*



**The research we have done around dental conversions (getting the client to understand the value of the dental process to their pet) was very clear, in stating that if the whole team are not aligned in thinking and language, the client will pick up on that and will not view the conversation with clarity and certainty.**

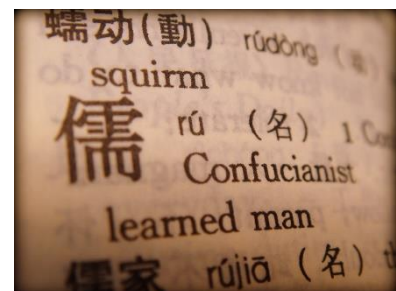
**For that reason, we will continue to concentrate on education around the dental process.**

**The research also strongly recommended that correct dental language is used. So, the 'dental' is not referred to as just a dental; Roger**

has

**asked that we refer to 'a dental procedure, consisting of.....'**

**Please adopt this when talking with clients about the dental process, thanks!**



*Whats on this week?*



*Happy  
happy*

*birthday to Hayley on the 25<sup>th</sup>!!*



*Roxby Downs this  
Wed/Thursday, JiaYi  
and Roger*

*September roster (?) going out  
after the 20<sup>th</sup> – a reminder  
that if you want leave in  
September, you will need to  
get your dates in to me before  
the 20th*



*Stirling North school visit  
Tuesday 1.30-3.30 – one  
nurse and one other to go –  
let me know if you want it  
to be YOU!!*

## Vet news

Dechra now have an endocrine specialist tech vet on hand for any queries re meds etc. We need to go through their rep, Julie, send her an email with details and records and she will pass this on to the tech.



Dechra also have a promotion running - if you go to their site, set up your own log in details, and complete 2 training modules - you go into the draw for a BOSE headset! Give it a go - generally there is not a great uptake on these promotions, so be in it to win it!!



Quorn races this weekend - if you are looking for a fun afternoon out on Saturday and probably a great evening of food and entertainment - check it out!!

*Have a great weekend team!! Rest up, relax, enjoy, and see you all on Monday!!*

