

High 5 High 5



Big High 5 to the team for pulling together with one Vet less over the past two weeks! Great work!!

Team reminders

Vetlink have begun adding some improvements to their current program, and are also looking at a new program looks like being rolled out early next year.

Steve and I got a sneak peek yesterday and it looks very streamlined with some great changes.

In the meantime – there will be some changes which Steve and I will roll out over the next few weeks. Rather than a lot at a time, we will do a few each week.

So, for this week, here are the new additions.

PET INSURANCE

On the animal page, to the RH side is a grey umbrella shape. Click on this and you can enter the insurance details. From that point on, the animal will show up with a green umbrella symbol, which alerts us that they have insurance on the animal. Statistics show us that when a client has pet insurance, they are far more likely to be open to more inclusive treatment plans. So, knowing this prior to a consult is of value.

Lets ask everyone if they have insurance, and start recording it.

REDUCED STAFF INITIALS

You will notice that the list of staff initials is reduced, and is ONLY those who are currently employed. YAY!!

REBOOKING – there is a rebooking functionality that we have now turned on, so when the bill is paid, the pop up will alert you to a rebooking – PLEASE use this to Redgum's advantage, and actually talk to the client about booking in.

For those items we use A LOT, and which are harder to find within Vetlink, because there are many options, e.g. Consult standard - we will be adding to the current pop-up where we add messages. So, for example C will automatically bring up the standard consult, etc. J is putting together a list of the most common culprits so we can add them

Wellness Program – this is a possible growth opportunity raised by Amber, and we can add this to Vetlink – what do you think? Is this something we should/should not do? Whats your thoughts?

Keep an eye on the newsletter for more of these additions.

Whats happening this week? Heaps!!

Please make sure you have checked the roster – it has changed a lot due to Roxby, Public Holiday and days off.

- ***Dillan is on leave next week***
- ***Hayley remains on leave, and is looking to return in a few weeks***
- ***Please complete your meal order for Ellie's farewell!!***
- ***Roger and Amber – Roxby T/W***
- ***Roger off Friday***
- ***No clinic/call next weekend***



Oops = we have forgotten a few things?

I know you all want the very best for the animals you see, and I know these things are of value to each of you, and I also know it can get busy at times, ... but.....

Worming..... we have dropped off on asking this - at surgery admission, in boarding, grooming, every consult -

White sheets..... From admin to the consult? Haven't been seeing these a for a while - lets make it a priority to kick this back in to action next week!

Have a great weekend team - enjoy the sunshine and get plenty of rest!!



*Happy
Weekend*