

Weekly Technical Staff Meeting 2/2/18 –

- Controlled Drug Logging for Surgeries
 - 2nd Pain Injections MUST be log on both the Post Op Treatment Sheet and the Controlled Drug Log – This is not optional and we are having issues tracking controlled substances when this is not done
- SmartSheet
 - SmartSheet is not being properly utilized, especially when it comes to hospitalized/surgical patient. This MUST be utilized to ensure all patients get appropriate care. This includes but is not limited to: TPRs, Pain Injections, Abx Injections, etc.
- Reminder Clean Up – End of Night
 - Reminders are not being properly cleaned up. We need a refresher on what needs to be deleted. Outdated office visit reminders are a HUGE one. If a service was previously done but now declined, the old service NEEDS to be taken out.
- Cleaning Thermometers
 - Guys, we have to stop leaving dirty thermometers out. They need to be cleaned immediately instead of leaving them out. And when they are clean, they need to be put away in the correct location. In the rooms, it is the technician's responsibility to clean a dirty thermometer – not the CSR's. Reminder, this is NOT OPTIONAL and needs to be done.
- Inventory Practices Update
 - We have updated the way we are keeping track of inventory. Twice weekly (Tuesdays and Fridays) a technician will be going around the hospital using the prepared inventory sheet and verifying we have the correct stock. There are on hand minimums on this sheet to ensure everyone is on the same page about how much stock is needed. As I am not here on Tuesdays, Nina will be taking over this responsibility for me on that day.
- Flush Syringes –
 - When an NaCl bag is opened for Flush Syringes, this bag is considered okay to use for one month. This is the maximum. Because of this, we need to make sure inventory is “turned over” and that we are not using expired flush syringes.
- End of Night Lab Samples
 - Due to a few missed lab tests, at the end of the night when ensuring lab samples are finalized, we will be going into each account a lab was sent out for and ensuring the correct sample, correct requisition forms for every test being ordered is there, DOUBLE CHECK EVERY SAMPLE FOR THIS!!!
- Fecal and Heartworm Clipboard – Nina going to discuss them
 - Update Policy once discussed
- Recheck Appointments
 - Every time we need to see a patient for a recheck, we need to quote them for this visit at their initial appointment. We have been issues with client surprised by the charges at their recheck exams so we need to make sure they are informed about this.
- From CSRs:

- When a new client comes for their new appointment, the technician needs to go in the room before reviewing records to save time. We can give the records to the appropriate doctor to review while the technician is in the room to save time. CSRs will be getting verbal vaccinations to ensure that new patients who needs vaccines will have the appropriate information for the technician to go in the room immediately.
- New client appointments MUST be scheduled for 40 minutes
- Sick Saturday appointments MUST be scheduled for 40 minutes
- When placing a call on hold, we need to change the verbiage we are using. Krystal would like us to say “is this an emergency, or can you please hold for just a moment?” THIS IS NOT OPTIONAL!
- Time Permitting, please make sure to forward schedule appointments in the room. Rather than wait until the end, if you know an owner needs to come back just schedule the appointment before the doctor even comes in to the room.
- Hospitalized Animals
 - When animals are here for hospitalization, we need to ensure that collars, and leashes are not only taken off, but also placed in an appropriately labeled bin. We also we need to make sure that cages have appropriate cage cards and warnings (hospitalized animal, caution, etc.)
- ALL SYRINGES MUST BE LABELED!!! NO EXCEPTIONS!!
- Grooming patients
 - Grooming patients as per policy will be checked in with a technician. The first person that the CSRs will grab is the float technician. They will put the client in a room to go over the treatment plan with the technician
- Machines
 - Please make sure that we are turning on/off machines as appropriate. Ultrasound is now added to the list of machines.
- SEVO CAP NEEDS TO BE PUT ON TIGHTLY, OR ELSE PATIENTS WILL NOT GO TO SLEEP!!!! DOUBLE CHECK THIS EVERYTIME!!!
- Treatment Room
 - We need to be doing a better job at keeping the Tx room clean. We need to make sure that we are putting things away, cleaning the table mats, cleaning the ear cones, etc. This is primarily the floats responsibility, however ALL technical staff is overall responsible for this so pitch in if you have down time.

All in all everyone is doing an awesome job, and keep up the GREAT work 😊 – Liam