

## Weekly Technical Staff Meeting 2/16/18 –

- Cleaning up the treatment room
  - We all need to make a much better effort at making sure the treatment room is cleaned up throughout the day. Please, if you are not busy, help make sure this gets done. Specifically ear cone cleaners, stop just letting them sit in the sink and if you have time please clean them and let them dry.
- Endotracheal Tubes
  - Just a reminder to everyone – there should be TWO of each size ET Tubes out all times (with the exception of Size 2.0 and 12.0). There also should always be TWO backups ready to go when we need them. If you open a new one, you must write it on the order list so we can make sure we stay properly stocked.
- Good job with the dirty thermometers, CSRs have told me it has been much improved. Keep up with the good work!!!
- How are previous day call backs going? Are clients seeming to like this call?
- Surgery call backs
  - Just a reminder that we need to be making sure surgeries from the previous day get called to see how they are doing. This can be done one of two ways – 1. The surgery technician puts a call back in NSAH to have the float call. 2. The surgery technician places a callback for themselves to call the next day. A callback MUST be placed however to ensure this gets done.
- Estimate Items
  - When making an estimate for an annual appointment, just a reminder that it should include the following things: Rabies vx if due, da2pp vx if due, Bordetella vx if due, leptospirosis vx if applicable, FECAL AND HEARTWORM TEST – RECOMMENDED FOR ALL PATIENTS (unless under 6 mo), HEARTWORM PREVENTION (WHETHER THIS BE PROHEART 6 OR INTERCEPTOR PLUS) – RECOMMENDED FOR ALL PATIENTS!
- Annual Estimates
  - We have had some clients complaining about the price of their annual visit when they get to the front desk. Let's just make it a habit of advising the client of what the cost of their visit is going to be while we are talking to them. This can be verbally or a signed estimate.
- Fecal and heartworm clipboard reminder – Nina to go over
- Updated checklist implementation
  - Does everyone like the new checklists? Is there anything that needs to be changed on it?
- Reminder regarding Brittany's google group email from the other day
  - The office visit – courtesy code has been deactivated. We will need to be charging a full exam EVERY time and then using the applicable discount. Also when adding a discount, you must change that SPECIFIC provider for that item to NSAH. If not the doctors will lose compensation and I will not be happy if I have to fix it.
- Much much better job utilizing the smart sheet!! Let's please make sure we keep it up ☺

- I will be going through and remaking the specific duties for each technician assignments per day. If anyone has any suggestions on what each technician should be doing, I certainly would take that into my consideration.
- Inventory Management
  - Since updated the inventory policy and procedures, we have been doing a much better job at making sure the hospital is kept stocked properly. But just to help, if you do notice something a little low, please do write it on the clipboard. This will act as a double step and make sure that everything stays stocked appropriately.
- Make sure that boxes are empty before throwing them away
  - We had an incident where a box with a full container of Proin was about to be thrown away before someone realized it was in there.
- Surgical instruments being put away in the wrong places
  - Let's go to the surgery room and have a refresher
- Weight in computer
  - Please make sure that we are recording the weight in the computer in both places!!! I know I am very bad about putting them in the "weight" tab myself, but we ALL need to be doing this.
- Closing duties
  - Just a reminder that it is EVERYONE's responsibility to make sure the closing duties get done. Not just the people that are here until 6. If you are sitting down doing nothing before you leave at 5, I will not be happy
- Glove Sizes
  - Let's get everyone's glove sizes together that needs a new pair of radiation gloves and we will get them ordered.