

Greetings!

Now that summer is over and the kids are starting to return to school, most pet owners get distracted with back-to-school shopping and other activities. As a result, the first few weeks of September tend to slow down, but it doesn't have to be that way if you begin planning your schedule now.

Start calling your "A clients" to book for upcoming holiday travel. Pet owners that travel during the fall season and over the holidays will take heart in knowing that their pet will be safe and well cared for if left at home.

Be sure to review all vaccination records in advance and make sure the animals are current for Rabies, DHPP, and Bordetella prior to boarding.

The change of seasons brings new opportunities to organize patient records, book weekend travel boardings and to schedule spay and neuter visits for new puppies and kittens. So take advantage of this time to prepare your practice for a spectacular fall season.



Weekend and Holiday Boarding

Review and Update Client Records

Make sure each pet that comes in to the clinic has their file checked thoroughly for any past due services such as dental or blood work. If the client did not bring their pet's medical or vaccination history with them during their first visit, contact the previous vet and have the records faxed over for every animal in the household.

Review the client record and make sure the following information is completed:

- * Referred By
- * Email Address - for communications only
- * Previous Vet

It's also a good time to review the medical history of the pet taking note of the following :

- * Vaccine history
- * History of HW testing,
- * FeLV/FIV/FIP testing (as apply to species)
- * Spay / Neuter history

Strive to maintain accurate records and do not put the pet's file away until all notes are entered and reflected in practice management software.

Schedule Spays and Neuters in September

Make plans for new puppies and kittens to come in for spay and neuter appointments during the month of September because it is going to get slower.

Remind pet owners that through spaying and neutering, they can help their pet live a happier, healthier, and longer life. Also, be sure pet owners understand that this is a routine surgery and very safe when performed in your clinic.

Set Up Reminders

Check all reminders every time you open a patient's record. This should include when the client calls the office or comes in, even to buy medications or food.

When the animal comes in for a visit with the doctor, make sure the reminders are cleaned up before preparing the invoice so it accurately reflects the vaccine, due dates, etc.

* If the reminder is coming due, recommend to the client that the animal could receive the suggested items during that visit to save a trip and an extra exam charge.

* If the reminder is currently due or is overdue and the animal is healthy, inform the client that the pet needs its vaccines, etc, and you will have the doctor take care of that for them during their visit.



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