

A Checklist for New Associate Orientation

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These topics will be discussed with new associates before their first day at work.
When available, written policy and procedure manuals will be provided as reference material. When they do not exist, new Associates will be expected to assist with drafting them.

General Policies	Charging Guidelines
Requirements for physical examinations before: <input type="checkbox"/> Surgery <input type="checkbox"/> Dentistry <input type="checkbox"/> Vaccinations The practice's vaccination protocol & policy on: <input type="checkbox"/> Puppies <input type="checkbox"/> Kittens <input type="checkbox"/> Past due vaccinations <input type="checkbox"/> Boarding patients <input type="checkbox"/> Grooming patients <input type="checkbox"/> Elective surgeries that involve overnight stays <input type="checkbox"/> Recommended age for neuters & spays De-worming schedules for: <input type="checkbox"/> Puppies <input type="checkbox"/> Kittens <input type="checkbox"/> Adults <input type="checkbox"/> Pregnancies <input type="checkbox"/> Pre-anesthetic blood recommendations or requirements by age _____ Paperwork required for: <input type="checkbox"/> New clients <input type="checkbox"/> Hospital admission <input type="checkbox"/> Boarding <input type="checkbox"/> Need for and use of written consent forms <input type="checkbox"/> Grooming <input type="checkbox"/> Other services <input type="checkbox"/> Euthanasia policies and procedures <input type="checkbox"/> General nutrition policies	<input type="checkbox"/> Verbal estimate policies <input type="checkbox"/> Providing written estimates – who? when? <input type="checkbox"/> How to handle situations where fees are likely to or will exceed the estimate <input type="checkbox"/> Senior citizen and/or multiple-pet discounts <input type="checkbox"/> Credit policies and applications for credit before allowing clients to charge <input type="checkbox"/> Handling pets with insurance policies and their invoices and claims forms <input type="checkbox"/> Itemizing anesthesia-related services, such as pre-anesthetics and inductions agents <input type="checkbox"/> Handling services in which the anesthesia fee is bundled with the procedure fee, e.g., spays, neuters, de-claws <input type="checkbox"/> Fees for and handling other bundled services (puppy & kitten well-care programs) <input type="checkbox"/> Charging for items not readily found on the fee schedule <input type="checkbox"/> Handling clients who dispute charges <input type="checkbox"/> Authorization to adjust accounts <input type="checkbox"/> Staff discount policies
Monitoring Chronic-Disease States	Controversial Topics
<input type="checkbox"/> Chronic renal failure <input type="checkbox"/> Congestive heart failure <input type="checkbox"/> Dental disease <input type="checkbox"/> Dogs on thyroid supplementation <input type="checkbox"/> Animals with atopy in which steroids are prescribed, including diagnosis and monitoring recommendations	<input type="checkbox"/> How complaining clients are handled <input type="checkbox"/> Alternative medical therapy <input type="checkbox"/> Cat de-clawing <input type="checkbox"/> Ear cropping <input type="checkbox"/> Euthanasia on demand <input type="checkbox"/> Euthanasia for behavior problems <input type="checkbox"/> General behavior/behaviorist recommendations (what model, if any, does clinic support)
Referrals	Medical Record Keeping Policies
<input type="checkbox"/> Policy for & preferred hospitals for referral to specialists <input type="checkbox"/> How to handle presence or absence of overnight post anesthetic/surgical supervision	<input type="checkbox"/> What goes in, what stays out of medical record <input type="checkbox"/> Using different colors of ink for different people making medical entries <input type="checkbox"/> What gets entered where & by whom in computer generated records
Geriatric Policies	
<input type="checkbox"/> Exam, <input type="checkbox"/> Vaccination, <input type="checkbox"/> Surgery, <input type="checkbox"/> De-worming, <input type="checkbox"/> Routine lab work, <input type="checkbox"/> Euthanasia, <input type="checkbox"/> Nutrition	