



## What To Do When There Is Nothing To Do



There will be times when your regular duties are finished and there are no appointments (or a long gap between appointments) and little or no phone calls. The following list helps identify things that can be done during such slow times. All these items need to be done at some point during the week, month, or year. By doing these tasks when it's slow, it keeps from having to rush to do them when it's busy.

- Because one of a client's first impressions of the Clinic comes from the visual appearance of the Clinic when they first enter, it is important to keep the waiting area and receptionist area clean, well-stocked, and organized. This includes the following:
  - Wipe/dust vacuum all counters (including behind the counter in the receptionist area) and product display areas.
  - Check the front area for any pet hair, feces or urine, mud, etc., and notify a kennel person or technician. When necessary or if slow, please clean the area yourself. Be sure to set out the Wet Floor sign when floor is mopped or wet for other reason.
  - Check that front doors and windows are clean, and notify a kennel person or technician. When necessary or if slow, please clean these areas yourself.
  - Keep area behind the counter uncluttered with personal and client items. Call clients who have items left behind or who have refilled medication/food that has been waiting for 2 weeks or more to pick up. Items left behind can be put in the bottom drawer of the record filing cabinet. Put client warning on IntraVet what was left behind and where located. Once item(s) picked up, remove client warning from the computer. For refilled medication/food waiting to be picked up, write on the record when contacted or LMOR and leave items(s) up front. Notify doctor of refilled medication/food 3 weeks or older.
  - Restock preventatives behind counter and product displays shelves, including food and collars/leashes. Please seek assistance with heavy items.
- Check that all call-backs have been done for the day.
- Review patient records for the day.
- File patient records. Please share in filing records as much as possible.
- Check that all appointments and procedure/boarding appointments are pulled and paperwork prepared for the day and the next business day. For pets needing annual vaccinations, attach Vaccinations checklist and if pet is 7 years or older, attach Celebrate Seniors folder to pet's record.
- Check that all private cremations received have a note the owner has been contacted. If not, call the owner to notify their pet's ashes have been returned and are available to be picked up.
- Process vendor coupons. These need to be submitted on at least a monthly basis.
- Stamp Clinic information on new vendor coupons.

- Organize drawers, cabinets, and countertops behind the counter. These tend to accumulate unnecessary items over time.
- Straighten patient folders as needed.
- Alphabetize Deceased/Inactive Pets file drawer in doctors' office.
- Review your Client Relations Manual to refresh yourself on job procedures and policies.
- Go through patient folders for accuracy and current dating. Folders for clients with no pet services for 3 years need to be stored or placed down below in the inactive files. This needs to be done at least once a year, usually in January.
- Prepare Christmas cards. Stuff, seal, label and stamp as needed. Because we receive the client Christmas cards around July, you can stuff and seal right away, then label and stamp in early December to mail around mid December. The Practice Manager will run a search to identify clients for which to print labels.
- Set up New Client folders.
- Prepare New Client packets. Send out at the beginning of the month for new clients who came in the month before. You can run a New Clients search in IntraVet to identify these clients and print labels. Be sure to print and review list so as not to send New Client packet to client's with no pets (i.e. visit was to euthanize pet).
- At the beginning of the month, prepare and send Thank You postcards to clients who have referred a new client in the previous month. You can run a Referring Clients report in IntraVet to identify these clients and print postcards.
- Ask the doctors for any other Clinic tasks that need to be done.