

## NEW EMPLOYEE SITES PASSWORDS AND FIRST ASSIGNMENTS

### eVet - Medical Record System and Time Clock Software

www.login.evetpractice.com

Username: \_\_\_\_\_

PIN: \_\_\_\_\_

Password (you create) - (you will be prompted to change this the first time you login)

*-You are responsible for clocking in at the start of your first shift, clocking out at the start of your lunch break, clocking back in at the end of your lunch break and clocking out at the end of your last shift each day.*

*-Do not work in eVet under another person's name (see top of screen) - you must switch users when you enter data into eVet.*

### Email Accounts

General Clinic Email: [healingpaws@carlisleveterinarian.com](mailto:healingpaws@carlisleveterinarian.com)

Password: HPVCAccount13\$

Patient Forms Email: [forms@carlisleveterinarian.com](mailto:forms@carlisleveterinarian.com)

Password: HPVCFORMS13\$

Your Work Email: \_\_\_\_\_

*Note - anytime you initiate email to clients - email through their medical record in eVet. You must be signed off as trained in email etiquette before emailing clients.*

### Work Schedule

WhenToWork.com - you will receive a signup email

*This is your work schedule resource. When requesting time-off you, follow the time-off request process and use WhenToWork as detailed there. You are expected to arrive, clock-in, and be ready to work with a positive attitude between 15 minutes and 0 minutes prior to the beginning of your scheduled shift. Your lunch time may be adjusted during the day by your supervisor based on workload; however you may not shorten your lunch to less than 30 minutes without supervisor approval and must take at least a 20 minute break during each day.*

### Building Alarm

Smart Link + (security app to arm/disarm alarm, gray house app)

User: \_\_\_\_\_

Password: \_\_\_\_\_

*Please download this app, when you are trained to the point of using the alarm system, your supervisor will give you the user and password*

### Vet2Pet Client Communication App and Website

<https://app.myvet2pet.com/manage/practices/>

Username: \_\_\_\_\_ Password: \_\_\_\_\_

*When downloading the app please be sure to use Healing Paws Veterinary Care not Healing Paws Animal Hospital.*

*You must have an account in eVet setup to setup a Vet2Pet account.*

## Assessment Assignments

- 1) Learning Style Assessment:  
<http://www.educationplanner.org/students/self-assessments/learning-styles-quiz.shtml>  
Screenshot your results, email to [kcharette@carlisleveterinarian.com](mailto:kcharette@carlisleveterinarian.com), [tsandsdvm@gmail.com](mailto:tsandsdvm@gmail.com), & [jlambert@carlisleveterinarian.com](mailto:jlambert@carlisleveterinarian.com)
- 2) Appreciate Language Assessment:email to [kcharette@carlisleveterinarian.com](mailto:kcharette@carlisleveterinarian.com), [tsandsdvm@gmail.com](mailto:tsandsdvm@gmail.com), and [jlambert@carlisleveterinarian.com](mailto:jlambert@carlisleveterinarian.com)
- 3) Personality Type: <https://www.123test.com/disc-personality-test/>

## Communication Assignments

- 1) Read, learn, and follow the team agreement on Professional and Respectful Communication and Animal Handling and Communication found in the HPVC Code of Culture Document
- 2) Read, learn, and follow the Communication SOP(standard operating procedures) for how to communicate with supervisors and clients
- 3) On your first day, text a photo of yourself with a pet to both Kathy and Dr Sands cell numbers so that your number and smile is in their phone contacts. Note: you need to go on a scavenger hunt/phone a friend to get their phone numbers. 😊

## Culture Related Reading and Video Assignments

- 1) Growth Mindset
  - a) Read "[Develop A Growth Mindset](#)" and choose 3 things that you will focus on your first month of training. Write them on an index card to keep in your scrub pocket!
  - b) Watch [Developing and Embracing A Growth Mindset](#)
- 2) Teamwork - Watch Simon Sinek "[What Makes The Greatest Teams](#)"
- 3) Integrity - Read "[Demonstrating Integrity](#)"
- 4) Grace - Read "[How Do I Move On When Someone Has Offended Me](#)"
- 5) Effort - Read "[The Four Powers of Effort](#)"
- 6) Responsibility - Read "[Making Things Right When You've Messed Up](#)"
- 7) Positivity - Read "[Simple Ways To Keep A Positive Attitude At Work](#)"
- 8) Integrity - Watch "[Integrity Gets You Everything](#)"
- 9) Appreciation Languages
  - a) Words of Affirmation - Read "[Words of Affirmation Spotlight](#)" and perform an act of this type of appreciation
  - b) Acts of Service - Read "[Acts of Service Spotlight](#)" and perform an act of this type of appreciation
  - c) Quality Time - Read "[Quality Time Spotlight](#)" and perform an act of this type of appreciation
  - d) Gifts - Read "[Gifts Spotlight](#)" and, spending anywhere from \$0-\$5, perform an act of this type of appreciation

## Resource Awareness Assignments

- 10) Spend a total of 3 hours (broken into at least 3 sessions), reviewing and reading all sections of our website [www.carlisleveterinarian.com](http://www.carlisleveterinarian.com). Create a list of at least 5 things you learned that you feel clients would also benefit from along with the specific page link where you learned them (within our website). Read at least 2 articles from our educational blog page-tell us the article name and at least 1 thing you learned about each.
- 11) [www.veterinarypartner.com](http://www.veterinarypartner.com) - please review this site as it is the resource where we pull articles for our clients when we don't have correlating articles on our website - always use our website first. Get familiar with this site by finding an article about each of the following and reading them: hyperthyroidism, food allergies, and giardia
- 12) To understand our recommendations about commercially balanced pet foods - please review this website and list 3 things that you learned  
<https://vetnutrition.tufts.edu/petfoodology/>.
- 13) We use <https://www.petnutritionalliance.org/> to calculate pets' caloric requirements. Please choose canine and feline and create a caloric requirement plan for a pet that you create.
- 14) Our doctors and technicians are Cat Friendly Certified and passionate about feline veterinary care. Please visit <https://catfriendly.com/> and make a list of at least 3 topics that cat owners can learn about on this website.
- 15) Our doctors and technicians are Fear Free Friendly Certified. Please visit <https://www.fearfreehappyhomes.com/kit/cats-101/> and watch each of the 4 videos and review the 2 downloads and list 2 things you learned from each. Please visit <https://www.fearfreehappyhomes.com/kit/dogs-101/> and watch each of the 4 videos and review the 1 download and list 2 things you learned from each.

## Video Assignments

Please watch the following, taking notes and submitting 1-3 things you learned from each video.

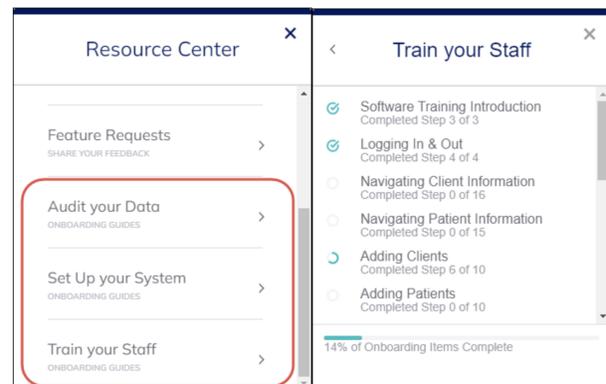
### eVet Training

Complete each of the "Train Your Staff" Onboarding Guides in the Resource Center

(bottom right corner of eVet)

#### Onboarding Modules

Depending on where a customer is on their onboarding journey, additional onboarding modules may be available. These include checklists for auditing your data, system setup, and training your staff



## OSHA Safety Training

<https://vetsupportinc.com/courses/enrolled/423754>

## **Vet2Pet Training**

[DIY Team Training Video](#)

[5 tips to avoiding appointment no shows](#)

## **Dave Nicol**

[4 Tips to Communicate with Clients Effectively](#)

-this is veterinarian directed but don't get lost on the fact you aren't making a diagnosis, remember that you need to be confident in the HPVC level of care

## **ACT Training**

[Saying No With Yes](#) - The Mantra of Our Client Care!

## **Wendy Myers Videos - YouTube**

1. [How To Manage Multiple Telephone Calls](#)
2. [4 Quick Receptionist Training Tips](#)
3. [3 Tips To Convert Phone Shoppers](#)
4. [Reclaim Control of Scheduling Calls](#)
5. [Does This Client Have Money Concerns?](#)
6. [How To Ask Callers To Schedule Appointments](#)
7. [One Veterinary Receptionist Could Generate \\$27,000](#)
8. [Making The Right First Impression](#)
9. [Forward Book The Next Preventative Care Exam](#)
10. [Are You Making This Mistake At Checkout?](#)
11. [3 Treatment Plan Mistakes To Avoid](#)
12. [My #1 Tip For Client Care Teams \(10 phone skills\)](#)
13. [Do Clients Question Your Fees At Checkout?](#)

## **Required Memberships**

Please join and use the following:

VSPN - veterinary support professionals network (the VIN support staff version)

<https://www.vin.com/vinmembers/join>

Fear Free Happy Homes - sign up for the educational content and free newsletter using your work email address

<https://www.fearfreehappyhomes.com/register>

Purina Veterinary Professionals

<https://www.proplanvetdirect.com>

Hill's Veterinary Professionals

<https://vet.hillstohome.com>

EAP - Support Linc

[www.supportlinc.com](http://www.supportlinc.com)

Username: hpvc

## Wellness Resources

EAP - Support LInc (see above)

BetterHelp - code for one month free online therapy/counseling:

[www.betterhelp.com/nomv](http://www.betterhelp.com/nomv)

Zoetis Caring For Animals Starts With You

<https://www.zoetisus.com/responsibility/commitment-to-veterinarians/veterinary-wellness>

Not One More Vet (applies to vets and support staff)

<https://www.nomv.org/>

## Google Drive

*\*\*\*\*do not create documents under healing paws google drive! When you have your own email you create documents there then share with your supervisor. Never edit google drive documents - make copies before editing in any manner.*

*\*\*google drive should only be used to find drug calculation worksheets if your job description indicates that you should do so and you have been trained appropriately*

*\*\*if you use google drive to create documents, create the document under your work email google drive and share with [jlambert@carlisleveterinarian.com](mailto:jlambert@carlisleveterinarian.com) and [kcharette@carlisleveterinarian.com](mailto:kcharette@carlisleveterinarian.com)*

## Recommended (not required) Podcasts

Cone of Shame Podcast - excellent and easy to understand medical topics

<https://drandyroark.com/podcast/>

Purr Podcast - feline medicine and surgery topics

<https://purrpodcast.net/>

Vet Tech Cafe Podcast - vet tech centered podcast

<https://www.vettechcafe.com/>

Central Line - The AAHA podcast

<https://aaha.podbean.com/>

## Recommended (not required) Social Medias and Other Education Websites Not Listed Above

Twitter:

1. [@DrAndyRoark](#)- account geared toward education/practical learning
2. [@VetTechPrep](#)- posts with quizzes, infographs, articles, links. Educational information for vet techs and those studying for their VTNE.
3. [@MeganVTS](#)- educational posts, works for atdove.org, critical care vet tech, great feed!
4. [@VetTeamBrief](#)-educational, links to articles and current veterinary topics

Facebook:

1. Healing Paws Veterinary Care!

2. Today's Veterinary Nurse - great learning articles (they have a good magazine too!)
3. [Dr. Andy Roark](#)- funny videos and good vetmed related stories
4. [NAVTA- National Veterinary Technicians Association](#)- the association that supports veterinary technicians; vet tech related information and veterinary articles
5. [AVMA- American Veterinary Medical Association](#)- breaking news, updates and stories in veterinary medicine
6. [Veterinary Practice News](#)- one of my favorite magazines, links to articles
7. [VetGirl](#)- same as the Twitter account above but more in-depth information- funny memes, educational posts, and links to podcasts and continuing education offerings.

#### Instagram:

1. @healingpawsveterinarycare
2. @tracysandsdvm
3. @drandyroark
4. @flourishingphoenixvet
5. @dr.zoltan
6. @unchartedvet
7. @harrypottervet
8. @fetchdvm360
9. @drip.vet
10. @veterinaryanursethesia
11. @louthevetnurse

#### Websites

<https://www.thinkanesthesia.education/>  
<https://www.dvm360.com/>  
[www.heartwormsociety.org](http://www.heartwormsociety.org)  
<https://catvets.com/>  
<https://www.lapoflove.com/>  
<https://icatcare.org/>

## Online Training That Will Be Assigned Based On Your Training Supervisor's Timeline For You

Cat Friendly Certification  
Fear Free Certification  
Low Stress Handling Video Study

## Healing Paws Veterinary Care Protocols Online

<https://carlisleveterinarian.com/staff-page/>  
Password: youm@tter!

