



Week 3

Welcome to week 3 of your Veterinary Manager Training.

This week is about diving more into the systems used by our company to track your clinic and employee success. You may have the capacity to skip ahead to items in Week 4 but ensure you have completed all of Week 3.

If you have any questions or concerns, please reach out to your RVM or our Senior Manager of Training and Learning – Rosie Harrison at rharrison@petparadise.com.

1: Clinic Operations

■ **Team Management**

- Labor Management
- Availability Request Form
- Employee Transfers
- Coaching and Counseling Form, Performance Improvement Plan
- Disciplinary Conversations/Actions
- Annual Performance Reviews/Merit Increases
- PMA Worker's Compensation

■ **HQ Introductions**

- Set up introductory call(s) with Melody Eaves
- Department Contact List

■ **Vet Services SharePoint**

- Vet-Ops MTD Dashboard/Tracking and Setting Goals

2: PULSE

■ **Invoicing**

- Discounts, Price Adjustments, Void Transactions

■ **Inventory**

- Receiving, Adjusting Cost of Goods

3: Covetrus Care Plans

■ **Schedule a Meeting with the Wellness Plan Project Manager**

■ **Management of Accounts**

- Renewals
- Delinquent Accounts
- Consumption Errors

■ **Running Reports**

- Performance Extract Report
- Cancellation Report
- Portfolio Info
- Payment Report

■ **Creating Users/Employees**

- Support Staff
- DVMs

4: Gingr

■ **Vet Services Calendar**

- Adding/Removing Slots

■ **Wellness Plan Management**

- Add/Remove Credits
- Add/Remove Icons

5: Qualtrics

■ **Introduction/Login**

■ **Managing Tickets/Documentation**

6: AwardCo

■ **Introduction/Login**

■ **Reward Points**



Woohoo! You finished week 3!

We hope you are gaining confidence and comfortability in your new role. Please ensure you have completed each section of Week 3 prior to moving into Weeks 4-5.