



Week 2

Welcome to week 2 of your training.

This week you will be shadowing in different areas of the resort and becoming more acclimated to the daily processes within your location. You may have the capacity to skip ahead to items in Week 3 but ensure you have completed all of Week 2.

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

■ **Resort Operations**

- Shadow Resort
 - FOH (1/2 day)
 - Run Cards, Name Tags, 3-Day Calls, Rates, Check In/Out, Icons
 - BOH (1/2 day)
 - Intake/Exit Exams, Cleaning Protocols, Play Yard Standards
 - Health Write Ups
 - Resort vs. Vet Services Processes
 - Veterinary Admin Forms (VAF)

■ **Vet Services Sharepoint**

- Gain Access/Review Contents

■ **Clinic/Regional Sharepoint**

- Clinic Folder/How to Upload/Etc.

■ **Veterinary Manager Task Timeline**

- Explain Weekly/Monthly/Quarterly Tasks

■ **Inventory/Budgeting**

- MWI, Zoetis, AirGas, Amazon, Drummond, Hills, Outside Reference Laboratory
 - Logins/Ordering
- Budget Tracker

2: UKG

■ **Employee Timecards**

- Missed Punches, Corrections, Approvals,

■ **Employee Schedules**

- “How to” Pet Paradise University Videos

■ **Employee Profiles**

- Uploading CAF, Evaluations, Performance Conversations

3: PULSE

- **Creating Chart Notes/Reminders/Invoicing**

- Review Standard of Care Packages
- Converting Estimate/Treatment Plan into Invoice

- **Running Reports**

- Sales, Accounts Receivable, Inventory, Reminders, etc.

4: Covetrus Care Plans

- **Login**

- **Navigating Portal, Creating/Canceling a Plan**

Congratulations on completing Week 2 of your Veterinary Manager Training.

We hope you are continuing to gain comfortability within your position and the company. Please ensure you have completed all of Week 2 prior to moving to Week 3.