

Professional Business Solutions

To: DVM Practice Owners

Practice Tips and Ideas Fax Letter

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PRACTICE POLICY... WHAT TO PUT IN OR LEAVE OUT?

Writing, nevertheless updating, a policy manual can be a daunting task. What to include? What not to include? How much detail? These are all questions that come to mind. The answer? Well, it's like baking a cake—include just the *right amount* of each ingredient to get a good result.

The first thing to realize is that you and your staff need to *use* this as a reference tool – not just something that looks good on your bookshelf. It needs to contain those policies and procedures that make *your* practice "tick". Most policy manuals in my experience come from outside sources and don't represent *exactly* what goes on in the practice. The end result? Rather than being a training and correction reference tool they collect dust.

Also note that your staff wear a number of "hats". The first one is the General Staff "hat" – those duties and policies that govern what they do as a general staff member. This policy binder would include what they wear, what the hours of operation are, when they get paid, overtime guidelines, holiday guidelines etc...

The second policy binder for each staff member needs to contain those policies and procedures that define the processes specific to their job. It should also define *what finished* services and products they produce that contribute to the overall success of the practice.

A good example is getting the patient weighed before placing them in the exam room for the admitting DVM. It can get forgotten and this leads to frustration on the part of the DVM, right? So this is something that needs to go into your policy and procedure manual. You then train the receptionist and correct as needed using this as a tool. Tip: Look for areas of frustration in your practice and you'll find overlooked policies and procedures. Get *these* written up and your staff trained and drilled on them ASAP.



Please give me a call if you have any questions...

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Veterinary Economics Contributor

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