

Smarter, Simpler, Faster: Efficiency In the Age of COVID

ANDY ROARK



When COVID-19 began impacting veterinary practices in April, most of us scrambled to adapt. We made quick changes to our existing workflows and we incorporated health and safety recommendations into our established protocols as they were released. We hoped that this pandemic would come and go quickly so we could return to our previous systems.

Unfortunately, that hasn't happened. COVID has been with us for months and there is no sign of us moving past it in the near future. Additionally, many of our practices are straining under a summer caseload unlike any we have seen before. Something has got to change!

It's time to reset and re-work our practice protocols so they function smoothly in our new reality. We need to put aside the modifications we initially made to cope with the pandemic and start with systems that are made for high caseloads and social distancing.

In this session, Dr. Andy Roark will break your standard wellness/emergency appointment into pieces, and workgroups will discuss best practices and biggest mistakes for each component of the appointment. From scheduling to communicating expectations to receiving patients to discharge, we will discuss what is working and what is not so that you can find the inspiration you need to build the system that will work in YOUR practice.

To get the most out of this workshop, you'll need to have a clear understanding of what is happening with appointments at your practice. That probably sounds simple, but most of us really haven't thought through exactly what our people are doing to get patients scheduled, in, and back out the door.

It's time to break YOUR appointments apart into pieces, examine the chunks, and then update, upgrade and streamline all the bits and pieces. It's time to set aside all the changes we made when we were reacting to breaking COVID news and replace those pieces with realistic practices that are both efficient and sustainable. **Consider going through each section on the worksheet with your leadership team and/or team leads to get a clear picture of what your practice is doing and how your workflow could be improved.**

