

Delivering the exceptional client experience

CREATE A COHESIVE, SERVICE-DRIVEN CULTURE

Personal. Professional. Attentive. These are the hallmarks of veterinary practices known for the experiences that keep clients—and pets—happy.

This PSIVet education module helps you capitalize on opportunities, diving deep into the 3 steps to make “exceptional” happen every day.

1 DEFINE THE EXPERIENCE THAT SETS YOUR BUSINESS APART

2 CREATE NEEDED STEP-BY-STEP PROTOCOLS

3 HIRE AND TRAIN STAFF TO CONSISTENTLY DELIVER

PSIVet Member Cost: \$395

▶ To order your education modules, visit:
psi-inc.net/members/online-bill-pay

QUESTIONS? Contact your Area Manager or call 1.888.275.6523.

PSIVet AND PRACTICE COMMITMENT:

3 months, with scheduled appointments every 4 to 6 weeks

AREA MANAGER SERVICES:

- Full staff presentation, including lunch
- 2 follow-up appointments to support implementation

TOOL KIT:

- Module Handbook
- Client Cycle-of-Service Protocol
- Telephone Protocol
- Sample Telephone Scripts
- Client Satisfaction Survey Protocol
- Coaching and Feedback Template
- Team Building Activities

It's the MORE that matters.

PSIVet's series of educational modules help you improve your practice operations—and more.

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PSIVetSM

PSIVet.com

Recruiting, hiring and training for the ultimate veterinary staff

ATTRACT THE BEST PEOPLE AND HELP THEM SUCCEED

Your practice's most valuable asset is its people. Whether on the front desk, in the business office or at the point-of-care, the right team members make your business better.

This PSivet education module helps you attract and retain a dedicated, ethical and caring staff by answering 3 key questions:

1

WHERE DO WE FIND THE MOST QUALIFIED CANDIDATES?

2

HOW DO WE KNOW IF AN INTERVIEWEE IS RIGHT FOR THE JOB?

3

WHAT DOES IT TAKE TO PREPARE NEW EMPLOYEES TO EXCEL?

PSivet Member Cost: \$295

▶ To order your education modules, visit:
psi-inc.net/members/online-bill-pay

QUESTIONS? Contact your Area Manager or call 1.888.275.6523.

PSivet AND PRACTICE COMMITMENT:

2 months, with scheduled appointments every 4 to 6 weeks

AREA MANAGER SERVICES:

- Training team presentation
- 1 follow-up appointment to support implementation

TOOL KIT:

- Module Handbook
- Recruiting Protocol
- Job Posting Protocol
- Hiring Protocol
- Onboarding and Orientation Protocol

It's the MORE that matters.

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Gaining control of your variable expenses

GET YOUR INVENTORY UNDER CONTROL

Inventory is your practice's second highest expense. Learn how to be sure you have what you need when you need it—without overbuying and incurring unnecessary cost.

This PSIVet education module provides information you need to manage inventory more effectively, including:

- 1 A COMPLETE RUNDOWN ON COGS—AND HOW TO HANDLE THEM**
- 2 THE INS-AND-OUTS OF COSTS, MARKUPS AND INVENTORY TURNS**
- 3 SMART WAYS TO LEVERAGE YOUR PIMS FULLY TO OPTIMIZE INVENTORY**

PSIVet Member Cost: \$995

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PSIVet AND PRACTICE COMMITMENT:

6 months, with scheduled appointments every 4 to 6 weeks

AREA MANAGER SERVICES:

- 1 pre-presentation meeting
- Inventory and practitioner team presentation
- 4 follow-up appointments to support implementation

TOOL KIT:

- Module Handbook
- Breakeven Calculator
- Mark-up Calculator
- Veterinary Hospital Inventory Procedure Protocol
- Reorder Tags

MODULE SPONSORED BY:



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Improving compliance for better patient care and profitability

MEASURE COMPLIANCE AND DEVELOP WAYS TO IMPROVE

Getting your team on the same page regarding care standards positively impacts pet health—and the health of your business.

This PSIVet education module helps you establish and adopt practice protocols—and continually make them better. A 4-step process makes it possible.

1

GAIN CORE STANDARDS CONSENSUS

2

GAIN PREVENTIVE DENTISTRY AND NUTRITION CONSENSUS

3

ASSIGN “CARE CHAMPIONS”
(Physical Exam, Diagnostic, Vaccination, Parasite Prevention, Dentistry and Nutrition)

4

TUNE-UP, TRAIN, COACH AND PROVIDE FEEDBACK

PSIVet Member Cost: \$995

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PSIVet AND PRACTICE COMMITMENT:

6 months, with scheduled appointments every 4 to 6 weeks

AREA MANAGER SERVICES:

- 1 pre-presentation meeting
- Training team presentation
- 4 follow-up appointments to support implementation

TOOL KIT:

- Module Workbook
- Preventive Care Standards Facilitator Guide
- Standards of Preventive Care Templates
- Examples of Action Plans for Better Compliance
- Client Education Scripts

MODULE SPONSORED BY:



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