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## Compliance and regulations:

- ☐ Stay current with local, state, and federal regulations and licenses.
- ☐ Maintain accurate medical records to meet legal requirements.
- ☐ Follow ethical guidelines and best practices in veterinary medicine.
- ☐ Train staff on compliance and regulatory issues.

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## Continuous improvement:

- ☐ Hold regular staff meetings to discuss clinic operations.
- ☐ Encourage staff to propose ideas for improvement.
- ☐ Stay up-to-date with the latest veterinary research and practices.
- ☐ Embrace technology and innovation for better patient care.
- ☐ Collaborate with your DVM team to review and update your practice's Standards of Care.

3

## Facility and equipment:

- ☐ Maintain a clean and well-organized clinic environment.
- ☐ Regularly inspect and maintain medical equipment.
- ☐ Ensure adequate space for patients, clients, and staff.
- ☐ Provide comfortable and safe housing for hospitalized animals.
- ☐ Make sure your clinic technology is up to date and user friendly.

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## Client relations:

- ☐ Foster strong client relationships through excellent communication.
- ☐ Provide clear pricing information and discuss treatment and payment options.
- ☐ Offer flexible appointment scheduling and convenient payment options.
- ☐ Collect and act on client feedback to improve services.

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## **Inventory and supplies:**

- ☐ Establish an inventory management system to track supplies and medications.
- ☐ Ensure adequate stock of essential medications and medical supplies.
- ☐ Monitor expiration dates and dispose of outdated items properly.
- ☐ Negotiate with suppliers to optimize costs.

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## **Emergency preparedness:**

- ☐ Develop and regularly update an emergency response plan.
- ☐ Ensure all staff members are trained in emergency procedures.
- ☐ Have backup power and essential supplies for emergencies.
- ☐ Establish communication protocols for emergencies.

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## **Staff management:**

- ☐ Hire qualified and compassionate veterinarians and support staff.
- ☐ Establish clear job descriptions and roles.
- ☐ Provide ongoing training and continuing education opportunities.
- ☐ Implement a fair scheduling system to manage work shifts effectively.
- ☐ Provide tools and resources to enable the team to make confident, informed decisions.

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## **Marketing and promotion:**

- ☐ Develop a marketing strategy to attract new clients.
- ☐ Utilize online platforms and social media to promote the clinic.
- ☐ Create a user-friendly website with essential information.
- ☐ Consider loyalty programs and referral incentives.

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## Patient care:

- ☐ Ensure all patients receive thorough and compassionate care.
- ☐ Maintain detailed patient records and treatment histories.
- ☐ Implement preventive care protocols for common pet health issues.
- ☐ Regularly review and update treatment protocols based on best practices.

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## Financial management:

- ☐ Develop a budget and financial plan for the clinic.
- ☐ Monitor revenue, expenses, and profitability regularly.
- ☐ Implement a transparent and efficient billing and payment process.
- ☐ Invest in practice management software for accurate financial tracking.