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# Operation Control (Quiet Period)

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## 1. Purpose

This document is produced to manage Quiet period at Vets for Pets.

### 1.1. Scope

This document is applicable to all departments of Vets for Pets.

### 1.2. General Requirements

1. All concerned personnel are responsible to ensure that work is carried out in compliance with this procedure.
2. Practice manager shall ensure that development, review, and improvement of this procedure is conducted at least once every year.
3. Development, review, and improvement of this procedure must be done in consultation with management team and vets.

## 2. Procedure

### 2.1 Definition

Quiet Period defined as any free 45mins or greater during consults time and when 1 nurse and 1 vet are free from conducting surgery/s.

### 2.2 Veterinarians Quiet Period

Veterinarians are to be actively engaged in veterinary or clinical pursuits at all times during designated shifts (aside from during designated breaks).



On occasions there may be limited numbers of consultations or surgeries booked into the clinic. Veterinarians are to use this unscheduled time to:

- Update and complete all histories.
- Make follow up phone calls to owners on cases as required.
- Check pathology results and ensure all owners have been updated on the results and a clear plan of action determined.
- Engage in personal veterinary CPD study.
- Approach the practice manager for specific duties which they may assign.
- Follow up on your KPIs to ensure all are achieved.
- Assist veterinary nursing staff if required and if none of the above options are applicable. (However, CPD study should be applicable to every veterinarian).

### 2.3 Nurse Quiet Period

Veterinary nurses should be actively engaged in clinical duties at all times during designated shifts (aside from during designated breaks).

On the occasion that the veterinary clinic is not very busy, nurses and trainee nursing staff who are not directly involved in medical or surgical procedures are to follow the normal nursing requirements protocols (answering phones, making appointments, assisting veterinarians as required...) ***but are*** also to ensure that the following tasks are attended to:

- Check all stock expiry dates and discard and re-order as required. This includes all medications, food and other products with expiry dates.
- Remove items from shelves, one shelf at a time (in reception area and in-house pharmacy) and dust and wipe clean all shelving and replace stock with labels facing forwards.
- Remove all items from reception desk and wipe down all surfaces, dispose of all waste.
- Complete all filing.



- Thoroughly clean consultation rooms:
  - remove all items from shelves/desk and dust and wipe clean
  - clean every cupboard, removing waste and wiping shelves inside cupboards
  - clean sinks
  - wipe chairs
- Wipe down all chairs in reception area.
- Restock all consumables:
  - treatment room
  - consult rooms
  - surgery
- Clean kitchen:
  - wipe down all surfaces
  - clean sink
  - wipe inside of microwave
  - clean the inside of all cupboards and dispose of all waste

Name:

Signature:

