

Individual Policies and Procedures



Develop your veterinary practice standards

Policies and procedures communicate to your staff the practice standards - from how clients are greeted to how they pay their accounts.

Crampton Consulting Group can assist by providing standard policy and procedure templates for you to customise or we can offer a complete policy implementation service specific to your practices requirements. Our comprehensive manual covers all aspects of the business, including:

- Administration, marketing and customer service
- Client relations systems
- Technical areas such as surgical and medical routines, laboratory and general animal care
- Workplace Health and Safety
- General areas such as personal presentation, shift checklists and hygiene

Quick facts:

- Full kit available with over 120 fully customisable Policies and Procedures
- Policies available for individual purchase
- Policy groups include general, equine, reception, surgery, hospital, dentistry and workplace safety

Benefits to your business include:

- Industry specific policies mean limited need to change the policy content
- Promotes consistent service delivery to clients and patients
- Increased practice compliance in areas such as WHS (hazards, reporting, training)

They also ensure:

- Efficient workflow systems vital to the success and profitability of a practice
- Minimised resource wastage
- Decreased costs and increased productivity
- Increased profitability through a consistent and compliant approach by the team

Format

- Fully customisable E-templates
- Full kit or individual policy and procedures templates available

Download a FREE policy and procedure:

www.provetccg.com.au/free

Check out the full list of policy templates:

www.provetccg.com.au/shop



Crampton Consulting Group

Offering professional business solutions since 1996

Find out more about our range of products and services today by registering your interest...

Name:

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Position:

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Practice:

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Preferred contact method:

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Contact details:

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Please indicate the items you would like additional information on:

Team Development

- ☐ ProSkills Online Short Courses
- ☐ Customer Service Intelligence
- ☐ Leadership Intelligence
- ☐ In-practice training
- ☐ Practice Management School
- ☐ Customer Service Roadshow
- ☐ Healthy Pets, Healthy Practice
- ☐ Certificate level veterinary nurse and management courses (via AIRC)

Business Development

- ☐ Practice Health Check
- ☐ Business Coaching Programs
- ☐ Personal Coaching Programs
- ☐ Financial Solutions Package
- ☐ Strategic Planning and Partner Alignment

Resources

- ☐ Team Profiling Tools: DISC and Motivators
- ☐ Mystery Shopping Program
- ☐ Client and Staff Surveys
- ☐ Workplace Health and Safety Manual
- ☐ Individual Policies and Procedures
- ☐ Human Resource Tools and Templates
- ☐ Pet Protector Online Course

Please email to: ccgenquiries@provet.com.au or fax to +61 7 3621 6006

Our team will be in contact with you soon with additional information. In the meantime, please check out our website: www.provetccg.com.au