



Veterinary Nurse Consultation Intelligence Program

Improve profitability by leveraging your nurse's time

This comprehensive online six module program is designed to maximise the preventative healthcare opportunities in your practice while reducing your Veterinarian's workload. By educating your Veterinary Nurse team and implementing Veterinary Nurse Consults in your practice, you will free up your Veterinarians time to undertake further income generating activities.

Benefits of customer service training:

- ✓ Improved health of patients
- ✓ Increased client loyalty and compliance
- ✓ Reduction of veterinarian stress and workload
- ✓ Increased Veterinary Nurse productivity and job satisfaction
- ✓ Increase practice revenue

**A program to
help take your
Nurses to the
next level!**



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Consulting Group

Veterinary Nurse Consultation Intelligence - Want to know more?

It is essential when nurses are assisting or completing nurse consultations that they have the knowledge and core competencies to provide skilled service to your clients. This program has been designed to ensure that your consultation nurses have those skills.

Program inclusions:



6 x Online training modules covering the key principles

Participants will be guided through online learning and provided with activities and workplace implementation exercises facilitating direct application of the principles to the practice.



Downloadable notes and tools

Participants will have access to downloadable Learning Guides and implementation tools to support their ongoing learning and application to their role in the practice.



Certificate of achievement

At the completion of the program, participants will receive a Certificate of Achievement to acknowledge their accomplishment.



Optional in-practice training

See faster results by combining online learning with an in-practice facilitation session. Our consultants can come to your practice and support your team with implementation strategies and technical training sessions.



CPD points for veterinary nurses

The National Industry Advisory Group for Veterinary Nursing has allocated 18 CPD points to this continuing education activity.



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www.avnat.org.au
Established by the VNCA

Program modules:

1. Introduction to Veterinary Nurse Consultations
2. The Client Experience, Communicating for Consultations
3. Implementing Veterinary Nurse Consultations
4. Veterinary Nurse Consultations Admission and Discharge
5. Preventative Healthcare Impact Analysis
6. Independent Veterinary Nurse Consultations



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