

Home Delivery Hospital Best Practice Checklist

All resource documents referenced can be found on the NVA GP Connect Website:
www.GPConnect.NVA.com

HOSPITAL IMPLEMENTATION

- ☐ Adopt a Home Delivery Platform
- ☐ Our hospital Leadership Team has completed training on the platform.
- ☐ Our Hospital Leadership team has aligned on a Home Delivery Protocol and held a training meeting with the Team to roll out.
- ☐ My clinic has a system for addressing faxed requests from other companies and converting these into proactive prescriptions throughout own pharmacy.
- ☐ Our hospital team has completed training on the platform prior to deployment
- ☐ Our clinic has collateral from the Home Delivery team for marketing purposes: Brochures, Coupon Codes, and Mass Email Communications.
- ☐ All DVMs and Admins have access to the Home Delivery Platform. My clinic has the shortcut to the HD dashboard saved on all clinic desktops for the team to access with ease.
- ☐ I have posted coupon codes and quick reference materials as a "cheat sheet" at all workstations and phones.
- ☐ Our team has a working knowledge of the Proactive Script Process, and we are actively converting third party requests through this feature.
- ☐ Using Proactive Script Process, our team is able to suggest and recommend products and medicines to clients as a follow up to in-room discussions with our veterinarians.
- ☐ Our clinic has set up a system to click/approve each RX in the Home Delivery Dashboard queue daily twice daily to ensure RXs are filled in timely fashion for our clients/pets.
- ☐ Our clinic has the Welcome Email setting ON in our Home Delivery Platform, so that we can utilize the marketing features available to communicate our service to our clients.

MARKETING

- ☐ I have reviewed and read the Marketing tool kit for Home Delivery and have sent a mass email to our clients letting them know of the pharmacy.
- ☐ I have utilized the marketing Tool kit and posted a Boosted post on our clinic Facebook page sharing information on HD, Free Shipping, Auto ship, and link to my clinic website to order.
- ☐ I have updated my website to display a Home Delivery Banner on my homepage.
- ☐ I have updated my website to display clear and prominent links to pharmacy and food ordering options. "Order Food and Medications"
- ☐ Our Leadership Team is reviewing our HD results in our 1:1s with our leads and associates.
- ☐ The leadership team is creating ways engage the team and explaining the WHY behind Home Delivery.