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|---------------------------------------------------|----------------------------------|--------------------------------------------|------------------------------------------------------------------------|------------------------------|
| <b>B</b>                                          | <b>I</b>                         | <b>N</b>                                   | <b>G</b>                                                               | <b>O</b>                     |
| Successful vacutainer for bloodwork               | "I read online..."               | Cather placed 1st try                      | Patient with FLEAS                                                     | Got pooped on                |
| Barium Study                                      | Something toxic/foreign ingested | Lab Machine Error                          | "It's just a chiro" with more concerns                                 | Parvo Positive               |
| Someone calls to "check in" on the Emergency Line | Taming a Spicy Kitty             | <b>FREE</b>                                | "It's just a wellness" with more concerns                              | Dr. Case Makes a Dad Joke    |
| Got anal glanded                                  | Rabies Only Appointment          | Got peed on                                | Client purchases preventative product after you discussed it with them | Kennel Cough                 |
| Client brings treats/food                         | Actual Emergency                 | New Puppy with Atleast 3 previous vaccines | Your doctor has the "fat dog" conversation                             | Catch Deb Cleaning Something |

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|---------------------------------------------------------------------------------------|-----------------------------------------------------|---------------------------------------------------------------|----------------------------------------|---------------------------------|
| <b>B</b>                                                                              | <b>I</b>                                            | <b>N</b>                                                      | <b>G</b>                               | <b>O</b>                        |
| Taming<br>a Spicy<br>Kitty                                                            | "It's just a<br>chiro"<br>with more<br>concerns     | Patient<br>with<br><b>FLEAS</b>                               | Barium<br>Study                        | Lab<br>Machine<br>Error         |
| Cather<br>placed<br>1st try                                                           | Your doctor<br>has the "fat<br>dog"<br>conversation | Got<br>pooped<br>on                                           | Actual<br>Emergency                    | Parvo<br>Positive               |
| Got anal<br>glanded                                                                   | "It's just a<br>wellness"<br>with more<br>concerns  | <b>FREE</b>                                                   | Dr. Case<br>Makes a<br>Dad Joke        | "I read<br>online..."           |
| Client<br>purchases<br>preventative<br>product after<br>you discussed<br>it with them | New Puppy<br>with Atleast<br>3 previous<br>vaccines | Successful<br>vacutainer<br>for<br>bloodwork                  | Catch Deb<br>Cleaning<br>Something     | Rabies Only<br>Appointment      |
| Got<br>peed on                                                                        | Kennel<br>Cough                                     | Someone<br>calls to "check<br>in" on the<br>Emergency<br>Line | Something<br>toxic/foreign<br>ingested | Client<br>brings<br>treats/food |

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|---------------------------------------------------------------|-----------------------------------------------------|-------------------------------------------------|-----------------------------------------------------|---------------------------------------------------------------------------------------|
| <b>B</b>                                                      | <b>I</b>                                            | <b>N</b>                                        | <b>G</b>                                            | <b>O</b>                                                                              |
| Actual<br>Emergency                                           | New Puppy<br>with Atleast<br>3 previous<br>vaccines | "It's just a<br>chiro"<br>with more<br>concerns | Kennel<br>Cough                                     | "It's just a<br>wellness"<br>with more<br>concerns                                    |
| Successful<br>vacutainer<br>for<br>bloodwork                  | Got anal<br>glanded                                 | Got<br>peed on                                  | Something<br>toxic/foreign<br>ingested              | Got<br>pooped<br>on                                                                   |
| Someone<br>calls to "check<br>in" on the<br>Emergency<br>Line | Catch Deb<br>Cleaning<br>Something                  | <b>FREE</b>                                     | Rabies Only<br>Appointment                          | Client<br>purchases<br>preventative<br>product after<br>you discussed<br>it with them |
| Taming<br>a Spicy<br>Kitty                                    | Parvo<br>Positive                                   | Patient<br>with<br>FLEAS                        | Your doctor<br>has the "fat<br>dog"<br>conversation | Cather<br>placed<br>1st try                                                           |
| Dr. Case<br>Makes a<br>Dad Joke                               | "I read<br>online..."                               | Lab<br>Machine<br>Error                         | Barium<br>Study                                     | Client<br>brings<br>treats/food                                                       |