Henry Vaupel, DVM (right), was presented with the Distinguished Veterinary Alumnus Award at the 2015 MSU CVM Commencement Ceremony. Recipients of Distinguished Veterinary Alumnus Awards have received their doctor of veterinary medicine degrees from MSU CVM and are held in high esteem by their colleagues for their achievements in practice, teaching, research, service, or organized veterinary medicine. Recently, Dr. Vaupel became the first veterinarian elected to the Michigan Legislature in over 30 years and now serves as the House Representative for the 47th District. He started Kern Road Veterinary Clinic in 1972 and is a former chair of the Michigan Board of Veterinary Medicine. In addition, he has served on the MVMA Board of Directors, chaired MVMA’s Legislative Advisory Committee and been active with MSU CVM, the Michigan Equine Practitioners Association, Livingston VMA and local government.

Daniel Grooms, DVM, PhD (left), received the Honorary Veterinary Alumnus Award which is given to a non-alumnus member of the college community who has been both distinctive and distinguished in one or more of the college’s mission areas—teaching, research, or service. In recognition of sustained excellence over time and the great service he has brought to MSU, the college officially named him an honorary alumnus. Dr. Grooms is a professor and chairperson of the MSU CVM Large Animal Clinical Sciences Department, where he specialized in bovine infectious diseases.
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The Michigan Veterinary Medical Association represents the veterinary profession in Michigan, advances the knowledge and standards of its membership, and promotes the science, practice, and value of veterinary medicine for the benefit of animal and human health.

mvma summer conference
July 26–28, 2015 | West Bay Beach Hotel, Traverse City, MI

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Dr. Richard Ford, DVM, MS
Emeritus Professor of Medicine, Diplomate ACVIM, Diplomate (hon) ACVPM
North Carolina State University College of Veterinary Medicine
- FELV & FIV Update
- 2015 Michigan Rabies Awareness Challenge
- Vaccines & Vaccination Guidelines
- Antibody Titers vs. Vaccination: Applications for Practice
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- Rejuvenating Client Service to Keep Clients Coming Back
- The Team’s Role in Promoting Dentistry
- Creating a Comforting Euthanasia Experience
LEGISLATIVE UPDATE AND PROGRESS ON MANDATORY CE
MVMA put forth legislation on mandatory continuing education for veterinarians and veterinary technicians which Representative Kathy Crawford from Novi introduced. The new bill would amend 1978 PA 368, entitled “Public Health Code,” by adding a section stating that a licensee seeking renewal of a veterinary license shall furnish the department with satisfactory evidence that during the two years immediately preceding application for renewal, he or she attended at least 30 hours of continuing education courses or programs approved by the Board. Veterinary technicians would be required to attend 10 hours of CE during the two preceding years.

SALES & USE TAX FOR VETERINARIANS
MVMA met with individuals from the Tax Policy Division of Treasury to discuss the revision of RAB 1990-24, Sales & Use Tax Guidelines for Veterinarians. Tax Policy is drafting a rewrite and will work with MVMA on the examples to be provided in the document. They agreed that any outstanding audits of veterinary practices could be put in abeyance until the RAB is rewritten. Information is currently being gathered from a variety of practices on common situations and scenarios, as well as on software capabilities and limitations.

WELLNESS TASK FORCE
Studies have shown that an increasing number of veterinarians are under a great deal of stress from compassion fatigue, depression, debt, personal challenges, and other factors. The Board established a Wellness Task Force to begin to look at this issue and determine what MVMA might be able to do to assist our members in need.

ONLINE CONTINUING EDUCATION
MVMA has partnered with the World Veterinary Association and the World CE Alliance to bring online CE to members. They will soon have approximately 300 veterinary courses available online to MVMA members later this year. Content is provided by universities and other reputable entities.

Run For MVMA 2nd Vice President
You have the opportunity to help guide the MVMA into the next decade! Step up and share your experience, leadership, and vision with over 2,200 veterinary professionals across the state. The MVMA Leadership Development Committee, chaired by Dr. Mike Thome, is seeking nominations for the office of second vice-president. Nominations may also be made for the offices of first vice president and president-elect; however, traditionally once elected, the vice presidents ascend through the chairs without opposition to the office of president. Nominations may be made by constituent associations, petition of 5% of the voting members (approximately 75 members), or by the Leadership Development Committee. Interested individuals should contact MVMA for more information. A letter of intent with a CV should then be submitted by July 1. Contact MVMA at mvma@michvma.org or (517) 347-4710 for more information.

AVMA Alternate Delegate Needed
MVMA is looking to fill the position of AVMA Alternate Delegate for the term of September 1, 2015–August 31, 2019. This position works in conjunction with the AVMA Delegate to represent the MVMA in the AVMA House of Delegates each year, and is responsibility for keeping up on issues of concern to the veterinary profession for ongoing discussion with other delegates and the MVMA Board of Directors. The designee acts as a surrogate for the delegate in some MVMA board and other meetings, and helps to elect nominees for councils and committees from the state. The individual also acts as a representative on issue-based committees at the AVMA House of Delegates and Leadership Conference. Travel is required to attend national and regional meetings three times a year, state meetings twice a year, and board meetings as necessary. If you are interested, please contact MVMA for more information at mvma@michvma.org or call (517) 347-4710.
Congratulations doctors, and thank you for allowing me to be a part of your well-deserved celebration. You and your families have been on a long and arduous journey to get to this day, and I commend you. You are the future of this wonderful profession. Not only am I here today to congratulate you and offer you my “brilliant” words of advice, I am here to represent the Michigan Veterinary Medical Association and encourage you to stay involved with organized veterinary medicine as you go forth in your career.

As a veterinarian you will find that organized veterinary medicine is the way that you will join with others in your profession for support with medical and business decisions. You will have the opportunity to contribute and to make changes in policies, mentor other veterinarians, network with your piers, and protect the business of veterinary medicine. I encourage you to start getting involved as soon as you can, and volunteer a few hours of your time on a regular basis. Even as a busy new veterinarian, you will find that you can really make a difference and ultimately improve your career. You will form relationships that will last throughout your life.

In addition to joining your local and state veterinary organizations, I have one more piece of advice for you today. I want to remind you of the power that this title of veterinarian gives you.

On the bad days—and you will have them—you will wonder why you spent so much money, time and effort to become a veterinarian. There will be days when you are juggling long work hours, emergencies, huge loan payments, employee drama, client complaints, spouses, children, and countless other obstacles.

On those days, try to remember that you have a unique and awesome power in this profession. That unique power is to touch people’s hearts and lives on a deep and profound level. Your clients and the community will trust you more than almost any other professional person in their lives. They will tell you long personal stories and show you their surgical scars—and you will be with them at some of the happiest and worst moments of their lives. In all these situations, integrity and kindness are your most important assets.

If you are a person of integrity, your reputation will precede you and career success will follow. If you make all your decisions with integrity first, your failures will never be endpoints. Those failures will be stepping stones to lead to your ultimate success.

So to all of you future leaders of veterinary organizations: I say congratulations and a hearty welcome to the profession from the Michigan Veterinary Medical Association. I look forward to working with you in the future.
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On Christmas of 2013, in the freezing heart of northern Minnesota, I received a most peculiar gift. When I pulled it out of its box, it seemed utterly pointless . . . a grey, dirty, lopsided . . . rock? Mildly disappointing and quite messy, the dust from its shell wanted only to cling to the perpetual black of my winter clothing.

“What is it?” I ask.

“It’s a geode.”

“Oh. What do you do with it?”

“You crack it open, and there’s crystals inside. Or not. Sometimes you get nothing. Cool, huh?”

Hmm. Unconvinced, I decide to hang on to it anyway until I return home a few days later. There, I (hammer-wielding warrior in my flannel PJs and perfectly squishy MSU slippers) have entered into the ultimate battle in my garage with the offending geode. So far the score is geode 2, Tamara 0. The darn thing won’t break!

Ok, this is it. Third time’s the charm . . . I turn the hammer sideways, and with one, resounding *thwack*, the geode breaks open. I pick up the two halves and peek . . . glittering inside is a veritable treasure of white and lavender crystals.

“Wow! Cool.”

Who knew?

And I begin to think about the last few years of my life, and how many of us start out like that dusty little geode, wholly unaware of the infinite potential buried within us until life cracks us open. Sometimes we don’t get it right the first time. Or the second. But once you know what you’re made of, there really is no going back.

There is, of course, one catch: We might not ever discover the treasure we hold until we have the courage to be vulnerable. That’s a hard thing. As veterinarians, and especially students, many of us struggle with making mistakes, and even more so with talking about them. This is not a new revelation—we are, after all, selected in a very particular fashion. We have become accustomed to tying our self-worth to things that have absolutely nothing to do with who

Tamara Moin
President, MSU CVM Class of 2018
we are—grades, success, wealth, popularity . . . The perfectionist paradigm that exists in our professional culture was woven into our core beliefs long before we started veterinary school, and it doesn’t necessarily shift upon graduation when we begin practicing as licensed veterinarians. Suddenly, we are acutely aware of something that those who have travelled this road before tried to show us many, many times, but maybe we didn’t understand—that medicine cannot be solved within the pages of a textbook. In many cases, the rubric to our patients’ problems, our life problems, lies somewhere outside the scope of things we thought we knew, and very few of us are ready to expose our fleshy underbelly to the world. That, coupled with an enormous debt-to-income ratio, leaves some of us with a grim outlook and very thin coping skills. 

And then there’s life.

I know the landscape of depression and fatigue all too well. My demons hid quietly, insidiously, in a six-year struggle with miscarriages that culminated in my being hospitalized with a ruptured blood vessel in my abdomen, and the subsequent crumbling of my marriage. The depression that followed each miscarriage impacted everything around me, from my leadership style, to my relationships at work and at home. I made poor decisions that were not a reflection of who I am, but rather, where I was at the time. My colleagues at the clinic that I managed during part of that period believed I was completely incompetent at my job, having no idea what I faced on a daily basis because they never asked, and I certainly wasn’t going to give anyone the satisfaction of seeing me struggle. I suffered in silence until I broke down. The defining moment for me was lying in my hospital bed, thinking, “Oh God, I am going to die, and I’m not done yet.” I had no choice but to let go.

I share this now, not because I feel sorry for myself, but because I truly believe that the destruction of the life I knew became the greatest blessing I could ever ask for—I just didn’t see it at the time. I have been tested, and enduring that test gave me the courage I needed to fully live the life I want.

The same is true for all of us. With a little faith, honesty, and compassion (as the world is not painted in black and white), we have the unique ability to become the architects of our own lives. But we can’t move forward in pieces, any more than we can expect to accomplish great things by separating ourselves into good and bad.

Think of it this way: have you ever wondered about the word integrity? We tend to think of it as denoting some iron-clad pillar of principle, when in fact, it is derived from the word integer—whole, complete, undivided. We are nothing if not equal parts light and darkness, and we are certainly greater than the sum of our parts. As it happens, sometimes the only way out of our darkness is to pass through it.

Thankfully, this story ends well. After taking the time I needed to heal, I enrolled in night classes and completed my prerequisites for veterinary school while working full-time as a veterinary sales representative. In December of 2013, I was admitted to MSU’s College of Veterinary Medicine.

I will never look back.

Of course, in a perfect world, we’ll all find the edge of discomfort and pause just enough to grow before taking the next step into the unknown, avoiding the long, hard fall into utter pain and chaos. But realistically, some of us have to hit rock bottom to know where that edge is. And it’s okay—those of us who’ve navigated such unforgiving terrain before will light the way, for we are proof that the best is yet to come; the breaking open helps us find it.

Which brings us back to our precious little geode. I will always think of 2013 as the year of fruition. Old patterns were laid to rest so new ones could emerge; one dream was realized, and others have since bubbled to the surface, ready to break open. And as fate would have it, shortly after I received my letter of admission, our beloved Spartans, warriors of my alma mater-to-be, won the Rose Bowl. It was an incredible way to start a new journey.

Now the imperfect halves of my geode rest peacefully on my desk, a lovely reminder of what can be when we give ourselves permission to break open, embrace our flaws, and surrender control to the process of life. Rumi once wrote, “Do not worry that your life is turning upside down . . . How do you know the side you are used to is better than the one to come?”

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Forward Book Every Patient’s Next Preventive Care Exam

Think about your last visit to the dentist. Before you left, the receptionist scheduled your next hygiene appointment. This scheduling technique serves dual purposes of safeguarding patients’ preventive care and the practice’s financial health. The patient strategy ensures timely visits for professional care as well as to diagnose oral problems early. The hygienist also sends you home with toothpaste, floss, and a toothbrush to reinforce preventive oral care at home.

As a business strategy for dentists, scheduling the next visit today will keep the hygiene schedule full and productive. When the hygiene schedule is not full, a domino effect will occur. Patient care will suffer without timely hygiene appointments, and the dentist will see openings in the treatment schedule in the future. At least 80% of dental problems—root canals, crowns, and restorations—come from hygiene appointments. Dentists refer to their system as “recare appointments.” When patients leave today’s hygiene appointment without a future one scheduled, a dental practice’s profits will decrease at least 50%.

Dentists have shifted patients’ perceptions from only going to the dentist for a toothache to routine preventive care. Savvy veterinarians should follow dentists’ lead. According to the 2015 American Animal Hospital Association State of the Industry report, 6 out of 10 pet owners would forward book their pets’ preventive care exams. Here’s how to proactively schedule your patients.

**Book the next exam at checkout.**
Tell clients, “Just as your dentist has you schedule your next hygiene appointment at checkout, we do the same so we can proactively manage your pet’s health. Dr. <Name> can see you on Wednesday, Sept. 9 at 10 a.m. or Friday, Sept. 11 at 3 p.m. for your pet’s next preventive care exam. Which fits your schedule?”

Known as the two-yes-options technique, this phrasing leads clients to book future exams. Also use the term “preventive care exam” instead of “wellness exam.” For example, I have two young, healthy indoor cats. A typical pet owner might assume their indoor cats live in a perfectly protected environment and don’t need wellness checkups. “Wellness exam” sounds optional, while the term “preventive care exam” is actionable.

If a procrastinator doesn’t want to book the next appointment, be persistent. Have the receptionist say, “I understand that you don’t know your schedule 12 months from today. Let’s schedule your pet’s next preventive care exam for this same day and time next year. We will contact you one week before the appointment to confirm, so if you need to change the exam it will be easy. By scheduling today, you’ll get your first choice of doctor, day, and time. Your appointment reminder for Thursday, June 30, 2016 at 10 a.m. will print on today’s receipt.”

**Create expectations for follow-up care.** Let’s say a client visits today for her dog’s annual checkup. The veterinarian discovers an ear infection and wants to examine the patient again in two weeks. Both the doctor and receptionist need to create expectations for follow-up care.

After explaining the diagnosis and treatment in the exam room, the doctor would say, “I will need to see your dog again in two weeks for a medical progress exam, which would be on <date>. I will examine your dog again to make sure the ear infection has healed. Follow-up care is important because

**EDITOR’S NOTE: Wendy will speak at the MVMA meeting on July 26–27, 2015, in Traverse City, MI. Visit www.michvma.org to register.**
ear infections can be painful and recur. The receptionist will make your appointment for <date> during checkout.”

Use the term “medical progress exam” instead of “recheck.” From a pet owner’s perspective, “recheck” sounds free and optional. Upgrade your terminology to “medical progress exam” to communicate value for professional services.

During checkout, the receptionist will schedule the medical progress exam before collecting payment for today’s services. Then the appointment reminder will print on today’s receipt and you’ll avoid the pet owner’s hesitation to schedule if she hears today’s price first. The receptionist would say, “Dr. <Name> needs to see your dog again in two weeks for a medical progress exam for his ear infection. Let’s schedule his exam first, and then I’ll get you checked out for today’s services. Two weeks from today would be <date>. Does this same time, 10 a.m., work for you?”

For progress exams, strive for “same day, same time, same doctor.” If the client is here at 10 a.m. on a Thursday, she can probably visit again at a similar time and day of the week. Book the appointment with the same veterinarian, ensuring continuity of care and efficient use of exam time. When your team makes a habit of “schedule first, pay last,” more patients will get needed follow-up care.

If the client doesn’t schedule the progress exam at checkout, enter a callback in your practice-management software. Call the client one week before services are due. The receptionist would say, “Dr. <Name> asked me to call you to schedule <pet name>’s medical progress exam for his ear infection. Dr. <Name> has an exam available at 10 a.m. next Thursday or 3 p.m. next Friday. Which choice works for you?” Again, use the two-yes-options scheduling technique. The first appointment choice is the same time and day of the week as the previous exam, while the second choice is a different day and an afternoon rather than morning exam.

**Use a color code for forward-booked exams.** When booking exams six months or more ahead, call clients one to two weeks in advance to confirm in case appointments need to be rescheduled. Use a unique color code in your practice-management software so you can identify appointments that were booked far in advance. Shifting to earlier appointment confirmation calls or emails will allow you to reschedule if necessary. After all, rescheduling appointments is better than having no future appointments.

Forward-booking exams has another advantage. Pre-blocking your schedule lets you plan for efficient, timely visits. Aim for the scheduling pattern of preventive care/sick/preventive care. You’re more likely to stay on time if you sandwich a sick-patient exam between two preventive care appointments.

This sample schedule uses orange for forward-booked exams and yellow for sick-patient exams. Here’s an example of pre-blocked appointments:

<table>
<thead>
<tr>
<th>EXAM TIME</th>
<th>DR. (NAME)</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00 A.M.</td>
<td>20 MIN., FORWARD-BOOKED PREVENTIVE CARE</td>
</tr>
<tr>
<td></td>
<td>Debbie Arvanitis (existing client) Mason, dog, Newfoundland (555) 555-5555 Adult preventive care exam</td>
</tr>
<tr>
<td>9:20 A.M.</td>
<td>AVAILABLE FOR 30-MINUTE SICK-PATIENT EXAM</td>
</tr>
<tr>
<td>9:50 A.M.</td>
<td>30 MIN., FORWARD-BOOKED PREVENTIVE CARE</td>
</tr>
<tr>
<td></td>
<td>Dale Richmond (existing client) Snoopy, dog, Beagle (555) 555-5555 Senior preventive care exam</td>
</tr>
</tbody>
</table>

**Confirm forward-booked exams earlier.** To avoid no-shows or cancellations for forward-booked preventive care exams, confirm them one to two weeks in advance. Each Monday, receptionists would look at next week’s schedule and call or email pet owners to confirm all orange exams. By confirming forward-booked exams in advance, you can reschedule appointments if necessary. After all, it’s better to move appointments rather than have no future exams.

When confirming forward-booked exams, receptionists would say, “This is <your name> calling from <Your Veterinary Hospital> to confirm your pet’s preventive care exam with Dr. <Name> next week on <date> beginning at 10 A.M. Please remember to bring a teaspoon-sized stool sample that’s fresh within ___ hours, as well as any medications and supplements you’re currently giving your pet. If you have questions or need to reschedule, please call us at (555) 555-5555. We also will call you two days before the exam as a courtesy reminder.”

Call to confirm recently booked appointments two days in advance. Send email or text notices four days ahead because clients may not check personal emails daily. If clients confirm appointments from emails or texts, you don’t need to call two days before, which can reduce the number of phone calls your client service team needs to make.

When your team implements proactive scheduling, you’ll be better patient advocates and guarantee return client visits. Forward-booking exams has decades of proven success in human dental offices. Embracing this trend will ensure the health of your veterinary practice as well as your patients.

**REFERENCES**


Wendy S. Myers owns Communication Solutions for Veterinarians in Highlands Ranch, CO. She helps teams improve client service, communication skills and compliance through consulting, seminars, and webinars. Her new book is 101 Communication Skills for Veterinary Teams and new DVD is Become a Client Communication Star. Wendy is an instructor for the AAHA Veterinary Management School. You can reach her at wmysers@csvets.com or www.csvets.com.
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There seems to be no end to the leakage: You’ve heard the battle cries . . . “Are we getting raises this year?” “When are we getting digital radiographs?” “How about profit sharing?” “What about more money for CE?” And then there is the cry “I just dropped the Tonopen and it’s not working.” Sound familiar? You’re the one facing the pile of bills and you feel compelled to remind staff about waste, mistakes, idle time, and overtime. Now you are the bad guy! The staff only sees the money coming in. They view the profit, marketing, and bill paying as the sole responsibility of management and owners. Staff is often very dedicated to the level of medicine being practiced and, of course, they are seriously concerned about their compensation matching their efforts. Practice owners need to present the entire picture to the staff in ways that result in direct staff responsibility to the financial health of the business. Give them a map to guide them to that goal.

Apply the familiar S.O.A.P. format to this typical practice problem.

S (SUBJECTIVE)
A lack of staff connection between their job and the financial health of the practice. Presenting symptoms:

- Staff expresses concern about a lack of raises, benefits, and perks.
- Associates request new equipment, more CE funds, and more support staff.
- Practice owner begins to resent the above reactions and often is perceived as “only caring about the money” as they remind the staff about wasteful habits and lost opportunities for revenue.

O (OBJECTIVE)
Consider each of the following “systems” in your practice and determine how each plays a part in the presenting problem.

- HUMAN RESOURCES: Determine if reviews have been done on a regular basis. Have they included clear expectations of each staff member with regards to their impact on the financial health of the practice, as well as the level of health care provided? Does the practice provide a competitive compensation package for the staff? Does each staff member receive a total compensation report at their annual review? Do you have enough staff to support the revenue you are expecting? Do you acknowledge the good work of your staff or have the expenses truly begun to creep into every aspect of your conversations with staff?
  - ETHICS & LAW: WNL
  - MARKETING: WNL
  - CLIENT RELATIONS: WNL
  - PRACTICE ORGANIZATION: WNL
  - FINANCIAL MANAGEMENT: Is revenue tracked and shared with the staff in a meaningful way? Are goals set? Are expense totals shared with the staff? Are audits in place to control missed charges?
  - INVENTORY: Does the practice experience outages, expired products, and excess inventory on the shelf?
  - EQUIPMENT & MAINTENANCE: Have you tracked the return on investment for the last two equipment purchases?
  - MEDICAL & PATIENT CARE: WNL

A (ASSESSMENT)
Lack of transparency in regard to practice revenue and expenses.

P (PLAN)
- Staff reviews should include an exact list of expectations for each staff member on revenue impact. Make it clear that compensation/benefit increases will be based partially on this particular performance factor. Include a complete compensation valuation.
- Staff meetings should include a report of revenue including some of the key profit centers and/or new services progress. Set realistic goals and share the progress. When presenting revenue goals, remind the staff that you are only asking them to practice thorough and consistent good medicine. Example: When discussing the goals for the use of a new therapeutic laser, focus on the responsibility to ease the discomfort of a pet. Point out that the additional revenue is a natural bi-product of good medicine.
- Meetings should also include a summary of the monthly practice expenses. It can be presented as the percentage of every dollar that comes in to the practice. Example: For every dollar that comes in to the practice, 25¢ goes to staff payroll, etc.
- Practice owners: Challenge yourself to catch staff doing something well and sincerely acknowledge it out loud, directly to the staff member, and preferably in the company of others—every day!

The form on the next page will help guide you as you apply the familiar S.O.A.P. outline towards resolution of the challenges that confront all practice owners.
S.O.A.P. Map: A Guide to Practice Problem-Solving

**SUBJECTIVE:** What are the symptoms that have brought this issue to your attention?

<table>
<thead>
<tr>
<th>EXAM SYSTEM</th>
<th>NORMAL RANGE (QUESTIONS)</th>
<th>RESULTS (Y or N)</th>
</tr>
</thead>
<tbody>
<tr>
<td>HUMAN RESOURCES</td>
<td>Does this issue affect my staff?</td>
<td></td>
</tr>
<tr>
<td>ETHICS/LAW</td>
<td>Does this issue breach the law, practice policy manual, or does it pose an ethical problem?</td>
<td></td>
</tr>
<tr>
<td>MARKETING</td>
<td>Does this issue involve the practice image in the community?</td>
<td></td>
</tr>
<tr>
<td>CLIENT RELATIONS</td>
<td>Are clients being affected in any way by this issue?</td>
<td></td>
</tr>
<tr>
<td>PRACTICE ORGANIZATION</td>
<td>Does this issue affect client flow or internal working systems?</td>
<td></td>
</tr>
<tr>
<td>FINANCIAL MANAGEMENT</td>
<td>Does this issue affect revenue, expenses, or profit margin?</td>
<td></td>
</tr>
<tr>
<td>INVENTORY</td>
<td>Does this issue affect inventory?</td>
<td></td>
</tr>
<tr>
<td>EQUIPMENT</td>
<td>Does this issue pertain to current equipment or the absence of particular equipment?</td>
<td></td>
</tr>
<tr>
<td>FACILITY &amp; MAINTENANCE</td>
<td>Does this issue involve the building or the maintenance of the building or grounds?</td>
<td></td>
</tr>
<tr>
<td>MEDICAL-PATIENT CARE</td>
<td>Does this issue impact the medicine we practice, our standards of care or patient care?</td>
<td></td>
</tr>
</tbody>
</table>

**ASSESSMENT:** What is the diagnosis based on the above findings?

**PLAN:** Put a plan together to solve the problem. This should include step-by-step tasks, an assigned staff member, tracking methods, and scheduled follow-up exam.

**RECHECK:** Now that you’ve diagnosed the issues and implemented a treatment plan, is your plan working? How can you improve the treatment plan? Or how can you maintain the improvements now in place?

Janet Talbot is the president of Animalia Resources, Inc., a Michigan-grown veterinary consulting company specializing in providing business solutions to Michigan veterinarians since 2008. With 30 years’ experience in all aspects of veterinary practice, Janet brings a unique hands-on knowledge base that is unprecedented. You can reach Janet at jmtalbot@animalaire.com or (989) 366-5646, or visit www.animalaire.com for more information.
Power of Ten Leadership Academy

MVMA’s 2015 Power of Ten Leadership Academy met on March 28–29 and enjoyed presentations on DISC behavioral differences, team building, conflict management, building bridges with shelter and rescue groups, and compassion fatigue.

The weekend also included a Power of Ten reunion for the classes of 2012–14 with a panel of experts including MVMA’s attorney, Jim Chiodini, talking about legal issues, and MVMA’s CPA, Jim Dedyne, discussing student loan debt, with presentations by the Michigan state veterinarian, Dr. James Averill; MVMA’s president, Dr. Julie Cappel; Karlene Belyea; and the former chair of the Board of Veterinary Medicine, Dr. Chris Rohwer.

Dr. Mike Neault

Dr. Mike Neault will be leaving his position as Emergency Management Coordinator of the MDARD’s Animal Industry Division (AID) July 31. In his 6½ years with AID, Dr. Neault successfully innovated and implemented numerous activities resulting in an agricultural animal health emergency management program with the reputation of being one of the best in the United States. His list of innovations, accomplishments, and contributions is extensive.

Dr. Neault will be serving as Director of Animal Health Programs (livestock) at the North Carolina Department of Agriculture & Consumer Services, Veterinary Division.

In Memoriam

Dorothy Segal, DVM, died on March 7, 2015, at the age of 97. She graduated from Michigan State University College of Veterinary Medicine and was a life member of MVMA. Dr. Segal was retired but described as a “trail blazer” in veterinary medicine, given that there were only two or three women in her class.

Guy R. Clugston, DVM, died on July 20, 2014, at the age of 94. He graduated from Michigan State University College of Veterinary Medicine and was a life member of MVMA. Dr. Clugston practiced small-animal medicine in Detroit for 44 years. He also served in the Army Veterinary Corps, attaining the rank of captain.

The MVMA extends its sympathy to the friends and families of departed members. In memory of deceased members, the MVMA contributes $50 to the Michigan Animal Health Foundation. Friends of deceased members may send memorial contributions to the Foundation. When contributions reach $500, the member’s name is entered on a memorial plaque displayed in the MVMA office. The MVMA staff thanks those thoughtful members who take time to notify the office and send obituaries of our recently deceased members.
One of the most important things in any business is having positive and efficient communications between team members and clients/customers. Veterinary practices are busy places and there is no time for conflict in the workplace. With that in mind, MVMA has developed several interactive presentations we can deliver right in your practice that can help resolve conflict and improve communication with your team members and clients.

**DiSC Behavioral Assessments**

Each person in a practice or business has differing behavioral styles. Some people may be dominant and fast-paced, others may be detail-oriented and slower-paced, and some may be more sensitive, social, or people-focused. Team members tend to judge others in the workplace who are different from themselves rather than recognizing and valuing the differences each behavioral style brings to the team. Everything DiSC Workplace is designed to help you understand yourself and others, while learning how to build more effective working relationships, resolve conflicts, and strengthen your overall team.

**Interpreting Body Language**

Did you know that 93% of communication does not come from the words you say to your coworkers and clients? Communication begins before you even open your mouth! In a research study at Tufts University, they discovered that when people watch 30-second soundless clips of real physician-patient interactions, their judgments of the physician’s niceness predict whether or not that physician will be sued. Body language is important! MVMA has a new presentation to help you learn how to build rapport with your team and clients, gain confidence, know when someone’s lying, gain power in a situation, improve your own body language, and interpret other people’s body language.

**Generational Differences**

Four generations are currently in the workplace and each has different values, causing communication challenges and conflicts. Significant problems and conflicts can occur in a practice or business when people from different generations fail to communicate effectively. This session identifies differing feedback styles and their impact, while offering strategies for effective cross-generational communication.

**Learn More**

For more information, contact Karlene Belyea at Belyea@michvma.org. MVMA members can save 20% on training delivered right to your door!

MVMA would like to thank our Disc partner, The Family Business Consulting Group. FBCG supports family businesses and farm operations in planning for their future. They specialize in succession planning, financial management, strategic planning, and helping clients build teams that work together effectively. You can learn more about their outstanding consulting services at www.thefbcg.com.

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**DO YOU HAVE CONFLICT IN YOUR PRACTICE OR BUSINESS? MVMA CAN HELP!**
In veterinary medicine and human medicine, influenza viruses are both common and of great concern. The virus can change rapidly and can move from one species to another. In the veterinary community, we are currently battling both avian influenza (AI) and canine influenza. We have not yet seen any cases of either of these viruses in Michigan. Avian influenza is having a major impact within the U.S. poultry industry, and it is increasingly vital that Michigan’s veterinary community is apprised of the avian influenza subtypes currently circulating across the nation.

Avian influenza is caused by influenza type A, which infects domestic poultry, such as chickens, turkeys, quail, and geese, and may be carried by migrating waterfowl. AI viruses are classified by a combination of two groups of proteins: hemagglutinin or “H” proteins (H1–H16), and neuraminidase or “N” proteins (N1–N9). There are many potential combinations of “H” and “N” proteins and each combination is considered a different subtype. Subtypes are further broken down into different strains and AI viruses are even further classified as either low pathogenic avian influenza or highly pathogenic avian influenza (HPAI) based on the ability of the virus to cause disease in chickens.

Three different subtypes of HPAI avian influenza (H5N8, H5N2 and H5N1) have been detected in the Pacific Flyway and currently the most common subtype of HPAI infecting farms is H5N2. H5N2 is a mixed-origin virus and is a re-assortment of a Eurasian origin virus and a North American origin virus.

This outbreak of HPAI has affected domestic poultry in 13 states and the province of Ontario, Canada. Seven million birds and counting have been euthanized, and with an infection in a large layer facility in Iowa, media attention has increased rapidly. For the most up-to-date information on the current HPAI situation, you can visit http://bit.ly/AvianInfluenzaAPHIS.

Veterinarians should remind their bird owning clients, especially those with backyard chickens or turkeys, that biosecurity is more important than ever. HPAI H5N2 has extremely high morbidity and mortality rates in domestic poultry, and is highly contagious, so farm to farm spread is our biggest concern. Veterinarians should advise all poultry owners to restrict access to their flock; keep all other poultry, people and wild birds away; clean and disinfect equipment regularly and don’t share equipment with other flock owners.

Birds should receive well water or municipal water, not surface water. Surface water could be contaminated by bird droppings from migrating waterfowl potentially infected with AI. Food for birds should be secured so it has no exposure to wild birds or rodents as both wild birds and rodents can spread disease. It is best if owners do not add birds to their flock and if they must, isolate those new birds for at least 30 days before introducing them into their flock. Biosecurity is a priority for all of Michigan’s poultry farms. It is important that proper biosecurity practices be used regardless of the number of birds on a farm or the type of birds.

Veterinarians from both Wisconsin and Minnesota are telling us that the clinical signs for this virus are variable. There may be an absence of respiratory signs and in some cases egg production and feed consumption have remained normal. Neurologic symptoms like torticollis can occur but aren’t widespread in flocks. Sometimes birds go off feed and water and hours later are critically ill and dying. Infected birds that aren’t showing signs of illness may be shedding virus at high volumes.

Dead birds should be handled with caution and personal protection is wise. Any person with influenza like illness should seek medical attention. The CDC website has additional information about human health at http://www.cdc.gov/flu/avianflu/.

There are lots of questions about why this H5N2 outbreak is still spreading and when it will end. There are no clear answers. Most experts theorize that spread relates to both wild birds and breaches of on-farm biosecurity. As for when the outbreak will end, the current thought is that UV light from sunshine and a warmer, drier summer environment will aid in killing the virus in the environment.

Meanwhile, if you suspect that birds have avian influenza, you can reach our office at (800) 292-3939 or (517) 373-0440 (after-hour emergencies only).

—James Averill, DVM, State Veterinarian, MDARD
MVMA Urges Michigan Legislature to Mandate CE

MVMA is urging the state legislature to pass legislation requiring continuing education for veterinarians practicing veterinary medicine in Michigan. House Bill 4408, introduced on March 27 by State Representative Kathy Crawford, R-Nov, would require veterinarians practicing in Michigan to complete at least 30 hours of continuing education courses or programs approved by the Michigan Board of Veterinary Medicine every two years. Licensed veterinary technicians would be required to complete 10 hours of continuing education.

The MVMA, the Michigan Board of Veterinary Medicine, Michigan State University’s College of Veterinary Medicine, and the Michigan Department of Licensing and Regulatory Affairs will work together to develop the programs that will assist veterinarians and veterinary technicians in meeting these requirements.

Currently 80% of the MVMA’s membership supports mandatory continuing education and the MVMA Board of Directors has listed this as a priority in the association’s strategic plan. MVMA encourages members to contact their legislators in support of this legislation. A copy of the bill and talking points are available on the MVMA website at http://www.michvma.org/?page=Advocacy. You will also find links to your legislators in this page.

MVMA/MSU CVM Legislative Day a Success

On March 17, MVMA held a joint Legislative Day with MSU CVM in downtown Lansing. Approximately 75 veterinarians and veterinary students met with legislators and their staff, attending from 50 different offices including the Governor’s office. 175 people attended the event. Veterinarians arrived in the morning to hear sessions on “How to Contact and Build a Relationship With Your Legislator” and “Current Legislation Affecting Veterinarians.” Legislators joined the group for lunch and to meet with their constituents.

VET-PAC Needs You!

VET-PAC is MVMA’s bipartisan political action committee whose purpose is to educate state legislators and candidates on issues of importance to the veterinary profession. A strong VET-PAC allows the MVMA the opportunity to share our message with legislators, build relationships, and preserve the high quality of veterinary medicine.

As a veterinary leader, you know how important it is for our profession to impact public policy and awareness on animal health and welfare, zoonotic diseases, and small business issues. As veterinarians we speak more effectively when we speak collectively.

Will you “run with the PAC” and ensure that your voice is heard? Visit http://mivetpac.org/ to make a donation or send a check to VET-PAC, 2144 Commons Parkway, Okemos, MI 48864. Thank you for your support!
JUNE 2015 MVMA BENEFIT SPOTLIGHT

Practice Growth Series Available Free to Members

Ever find yourself wondering—stressing even—about why your business efforts seem to keep falling short? Over and over you think to yourself: I offer top-notch medicine, have a brilliant facility and wonderful staff—but still . . . I can't get my practice to grow!

With so much conflicting information out there it can be overwhelming and perplexing to know where to turn for accurate tools and information on how to grow a flourishing veterinary business these days. This often leads to wrong decisions, poor business alliances, or worse—inaction!

Until now! 2015 is the year to turn all of the missed opportunity around, and the MVMA is here to help!

The MVMA is excited to announce a never-before-offered Veterinary Practice Growth Series, created exclusively for our valued members as a client appreciation initiative, and designed to kick start veterinary growth in the great state of Michigan!

And it's free to MVMA members!

We've secured the world renowned Dr. Michael Warren—veterinarian and foremost practice growth guru—who, with his team of leading veterinary growth consultants, are presenting four live webinars in a game-changing series focused on how veterinarians can achieve increased business success!

In this powerful Practice Growth Series you will learn . . .

- How to go from “under capacity” to “bursting at the seams” within a few short months
- The magical Veterinary Marketing Formula and where you must start first
- The single trick to transform your client base from “judgmental” to “yes” clients
- How to put your practice in front of potential clients—right now
- The biggest opportunity that your practice may be overlooking at the moment
- and much more!

Once each quarter, Dr. Warren and his team will host a webinar on some important aspect of practice growth (see topics below). All participation will be completely free but will require prompt registration as soon as the emails are sent, as there are limited spots on each session.

Keep a close eye out for each registration email and secure your spot as soon as you get it!

The first webinar occurred in April and members are still raving about the exciting content and information they could use in practice immediately. Another is coming up soon. Ask yourself . . . would I want to miss any of these?

- The Three Secrets to Being Everywhere on Google (June 11, 12:00–1:00 PM)
- The Untold Truth of Social Media (September 10, 12:00–1:00 PM)
- The Negative Review Playbook (December 10, 12:00–1:00 PM)

“Science, Animals, Medicine and YOU!” Is Coming to a Fair Near You!

Summer is just around the corner, and its return marks the beginning of county fair season. This year MVMA and MSU CVM are happy to announce the return of the SAMY exhibit. The SAMY team is excited to share their knowledge and love of veterinary medicine with another round of fair-goers.

This year’s SAMY coordinator team consists of a group of dedicated second- and third-year veterinary medicine students from Michigan State.

Libby Dudas will be a third-year student this upcoming fall. She is interested in working as a production animal veterinarian in the dairy and/or beef industries. She specifically wants to work in an underserved area.

Racheal Picarro is a part of the CVM Class of 2018 and will be starting her second year of veterinary school this coming fall. Her area of interest lies in large-animal medicine. More specifically, she is interested in pursuing a career in large-animal reproduction.

Abagail Sowers just finished her second year at the College of Veterinary Medicine at MSU and will graduate in 2017. She is interested in shelter medicine but also finds pathology fascinating.

Andrea Walker is going into her third year as a veterinary student at MSU. She intends to focus on companion animal medicine and hopes to own and run her own practice at some point. Some of her specific interests include behavior, acupuncture, rehabilitation therapy, and nutrition.

If you or somebody you know is interested in veterinary medicine, animal care, or just wants to attend fun events this summer, please visit the SAMY website at http://scienceanimalsmedicineandyou.com to check out the tour schedule, or email us at samy@cvm.msu.edu or mvmasamy@gmail.com to find out if we will be in your area.

We hope to see you this summer!
THE TOP 11 REASONS TO BE AN MVMA MEMBER

Don’t forget to renew your MVMA membership! If you pay by July 1, you will be entered into a drawing to receive a free year of dues. MVMA is one of the most progressive, passionate, and dedicated veterinary organizations with more than 2,200 members. By continuing as a member of MVMA, you are connected with great ideas and great people. There are many reasons to be a member, but we thought we’d list the top benefits for you. Check out the Member Benefits guide on our website at www.michvma.org or watch for the guide in the winter issue of The Michigan Veterinarian.

11 FREE WEBINARS. MVMA is providing you with 6 free webinars during 2015. Whether you need help managing your student loans or increasing profits at your practice, we’ve got great webinars that address your needs!

10 SAVINGS ON THINGS YOU NEED. In these challenging times, you must check out our negotiated discounts for members. MVMA saves members money on insurance, office supplies & equipment, x-ray badges, credit card processing, account collection services, web services, on-hold messages, printing, car rental, and more.

9 FREE LEGAL & LOAN ADVICE. Members can access professional and personal legal advice and student loan advice over the telephone, absolutely free.

8 LOCAL ACCESS TO FIRST-RATE CONTINUING EDUCATION. The Michigan Veterinary Conference, MVMA’s Small Animal Seminar Series, MVMA’s Summer Conference, MVMA’s Animal Welfare Conference, MVMA/MSU CVM’s Joint Wet Labs, and more, offer you outstanding CE at discounted rates for members.

7 VETERINARY CAREER NETWORK & EMPLOYMENT ASSISTANCE. Members looking for employment can conduct a free nationwide job search by position, species, or location, and receive valuable advice. Employers can post ads and search for veterinary professionals.

6 COMPLAINT RESOLUTION. All veterinarians occasionally have unhappy clients and these clients often call MVMA before contacting the Board of Veterinary Medicine. MVMA’s Ethics and Grievance Committee oversees client complaints, usually resolving them before legal or licensure action is initiated.

5 MVMA’S ANSWER TEAM. MVMA’s “A” Team expands the traditional mentoring concept to include mentoring at all stages of a career. Talk to expert team members about issues dealing with practice management, career assistance, litigation, personal development, human resources, or veterinary ethics.

4 MODEL ANIMAL HOSPITAL PERSONNEL POLICIES MANUAL. MVMA created a personnel policies manual for members that can be customized to fit your practice. It reflects current Michigan laws and is free to members.

3 MICHIGAN LAW FOR VETERINARY PROFESSIONALS. This publication includes information on the Board of Veterinary Medicine, Public Health Code, discipline, civil liability, licensing questions, controlled substances questions, and the Michigan Penal Code—and it’s all in one place!

2 WE LOOK OUT FOR YOU. MVMA constantly monitors the activities of the Board of Veterinary Medicine, legislative bodies, and trends in the veterinary profession. We have a Legislative Network and the tools needed to protect you against legislative initiatives or policy changes negatively affecting your profession.

And the number one benefit of MVMA membership:

1 ACCESS TO INFORMATION. Whether through The Michigan Veterinarian, E-newsletter, Urgent Issue Broadcasts, website, Facebook, Twitter, Pinterest, YouTube, or by responding to member telephone and email inquiries, MVMA keeps members informed about what they need to know to manage veterinary practices, keep clients happy, and minimize stress levels. We also have web resources specifically targeted to your needs whether you are a practice owner, recent graduate, associate veterinarian, or practice staff.

Not bad for a top eleven list! And we’ll keep working to make sure that we can top this list a year from now. MVMA is one of the best investments you’ll ever make. Our members are defining veterinary practice in Michigan. If you have any questions or would like to join for multiple years so that you don’t have to renew each year, contact us at (517) 347-4710 or mvma@michvma.org. Thank you for your support!

Karlene Belyea
Karlene B. Belyea, MBA
Chief Executive Officer

THE MICHIGAN VETERINARIAN • SUMMER 2015
S
ocial tension between housemate cats may manifest as overt aggressive encounters or passive avoidance of cats that live in the same home. The conflict may be obvious if cats are screaming or subtle if cats are simply avoiding interactions. While many cats form strong affiliative bonds with housemate cats, characterized by co-sleeping, nose-touching, and allogrooming, other cats forced to live together unwillingly may display a wide range of overt or passive aggression. Social conflict may begin when the cats are first introduced or it may develop among cats that formerly had good affiliative bonds, either following a specific incident or due to gradual changes in the relationship. Overt displays of aggression include growling, hissing, screaming, spitting, attacking, chasing, and biting. Passive displays include staring, blocking, and hiding. Some cats choose to run away or spend more time outside in order to avoid the conflict. Conflict between housemate cats may have elements of fear, anxiety, self-defense,
or territorial defense. Regardless of the underlying motivation and ethological cause, people don’t like seeing their cats in distress, so conflict between housemate cats is a common cause of relinquishment. Other behavior consequences of social conflict may include urine retention, undesired elimination outside the litter box, or urine marking.

According to the AVMA, there are 81.7 million owned cats in the U.S. versus 72 million owned dogs, and 35.4 million households own at least one cat. Cat-owning households have a mean of 2.1 cats, while dog-owning households have a mean of 1.6 dogs (American Pet Product Manufacturers Association, APPMA). Cat owners in the South keep more cats per household (3.2 cats) than any other region; compare New England (1.9 cats) and the Midwest (2.4 cats) (U.S. Pet Ownership and Demographic Sourcebook, AVMA). Multiple-cat households are common and keeping the peace is important for the emotional well-being of all cats in the home.

Cats may display conflict the first time they meet each other, or they may get along for years and then begin fighting. A single “tragic event” can start a series of aggressive encounters that may persist long-term or become more passive. Cats can become upset about a stray cat outside their home, or they can be startled by a sudden noise or distressed following a troubling car ride. If, at that exact moment, one cat locks eyes with another, an aggressive posture or fight may ensue. From that moment, the cats may not get along. Cats are poor at reconciliation. That is, cats lack the inherent skill to resolve a conflict, except by fighting or fleeing. An example of severe cat-to-cat interaction may be seen in this video at www.youtube.com/watch?v=EvRjuV3ko. These cats are locked in a stand-off, and neither cat has the skills to resolve the problem nor just walk away. Cats don’t reconcile well because cats don’t generally offer appeasement gestures to resolve a social dilemma. If they are distressed or worried about an outcome, cats either flee or freeze. Other very social species, such as dogs, horses, and people, have the social skill set to “appease,” that is, a social skill package utilized to resolve differences. People may forgive and rebuild relationships following a disappointment or argument. Consider the post “Forgiveness vs. Reconciliation: Forgiveness Fact and Fiction” published by Ryan Howes PhD, ABPP (www.psychologytoday.com/blog/in-therapy/201303/forgiveness-vs-reconciliation). Even for people, forgiveness and reconciliation are not the same. “Reconciliation is an interpersonal process where you dialogue with the offender . . . begin to reestablish trust.” People need people. Cats are solitary and independent: Tight social bonds with other cats in their social group are not essential. Cats are indeed social and may form close social bonds with some feline friends, but they are not dependent on those social relationships to survive. Cats have complex interactions and relationships, but they may not have a good reason to mend a soured relationship. Cats communicate by body language, so we may observe flattened ears, crouched body with the head low, or a swishing tail. A defensive cat will hiss or scream. An aggressive cat may growl. Cats may display aloof disregard and avoid cats they dislike. Cats that are most comfortable together will sleep so close they are intertwined and groom each other around the head.

Steps for peaceful resolution of feline social tension:

- **Space.** Provide enough real estate for each cat to enjoy his/her preferred resting, playing, and eating activities while still avoiding stressful encounters with housemate cats.
- **Distribute important resources.** Each cat should have easy access to food, resting areas, scratching posts, toys, and litter boxes without encountering an unfriendly cat.
- **Don’t force cats to interact.** Each time the cats experience an aggressive encounter, they are learning to fight next time. Patience is essential.
- **Never punish or startle cats that are displaying aggression or fear.** No yelling, squirting, or scaring. Cats may stop fighting and flee, but the overall tension will not be reduced.
- **Guide cats to move away from an aggressive or tense encounter.** Encourage either cat to move away by using a sweet, gentle tone of voice. You may coax your cat using food, treats, or toys. You may make noises that you know cause your cats to happily investigate (i.e., go to the kitchen and open a can of tuna).
- **Pavlovian or classical conditioning.** You can change the cat’s emotional association by pairing the presence of each cat with the occurrence of a desirable reward.
- **Anxiolytic.** It may be necessary to reduce anxiety and distress with medications, pheromones, or natural supplements. Discuss options with your veterinarian.
- **Health.** Be sure your cats are healthy and see their veterinarian regularly. Underlying pain or discomfort such as osteoarthritis or dental disease can contribute to irritability and social tension.
- **Be realistic.** Some cats are not going to get along. Some cats will become friends. Some cats will achieve “aloof disregard” for each other.

Cats communicate with each other by leaving and detecting messages in the form of pheromones in the environment. People use words to write a blog, leaving a detailed message for the receiver to consider at another time. Similarly, cats leave pheromone messages in the environment for other cats to “read” at another time. Pheromones are natural substances secreted from sebaceous mucous or sweat glands that induce an emotional, physiologic response in an individual within the same species. The chemical diversity of pheromones ranges from small volatile molecules to sulfated steroids to large families of proteins. These compounds are classified as pheromones based upon their binding to specific receptors and subsequent influence on behavior, rather than based on similarity.
of molecular structure. Cats deposit pheromones by leaving scents in the environment by means of face rubbing, urine marking, or scratching on upright surfaces. Pheromones are received by the vomeronasal organ (VNO), a paired tubular structure located just above the hard palate near the internasal septum. Cats display a specific flehmen response called the “gape” to gather pheromones into the passageways. The gape expression follows olfactory investigation and is characterized by a tongue lick to the nose, followed by the cat’s gazing in a thoughtful, preoccupied fashion while the upper lips are raised slightly and fluffed with the mouth slightly open. Upon exposure to pheromones, these olfactory receptors in the vomeronasal organ stimulate structures within the limbic system that alter the emotional state or activate physiologic effects.

Some of these chemical messages left by one cat for another can allow a cat to avoid potentially aggressive while others modulate social interactions. Feliway® is a synthetic analogue of the F3 fraction of the feline facial pheromone, which is deposited by the cat when facial-marking and chin-rubbing on either objects or people. This creates a familiar, comforting scent of “self” in the environment. Appeasing pheromones, produced by the feline mother in the first few days after giving birth, are perceived by the kittens and play a role in their attraction and attachment to the mother. Appeasing pheromones, which are derived from the secretions of the mammary sulcus, may actually be useful to aid in reconciliation. Commercial pheromones encode a favorable message into the cat’s environment and thus influence the bias of the cat’s emotional response.

Recently, the effectiveness of a new commercial feline-appeasing pheromone, Feliway MultiCat® (www.makinghappierpets.com/portfolio-item/multicat-diffuser/), on inter-cat aggressive conflict has been established. Feliway MultiCat® by Ceva Santé Animale was evaluated for efficacy to reduce aggression between housemate cats by randomized double-blind placebo-controlled trial in 45 multi-cat households [Pheromone (n = 20), placebo (n = 25)] that reported aggression for at least two weeks (average = 822 days). Each household included two to five cats. Participants first attended a group meeting and the veterinary behaviorist described behaviors to be monitored for seven weeks using the Oakland Feline Social Interaction Scale (OFIS), which assessed the frequency and intensity of 12 aggressive interactions (e.g., bite, swat, stare, block, hiss, or scream). Participants were provided directions for safely handling aggressive events. Punishment techniques were discouraged. Plug-in diffusers with Feliway MultiCat® or placebo were utilized for 28 days. Participants completed a daily diary of aggressive events and weekly social interaction scoring. Baseline scores were similar. The pheromone group showed a greater reduction in conflict score than placebo at days 7, 14, 21, and 28, which continued post-treatment at days 35 and 42.3, Cat-appeasing pheromones appear to be a promising new treatment to reduce social tension among cats with a history of aggressive or avoidant interactions. Using analogues of feline communication pheromones, we can speak in a language cats understand.

More research is being done regarding the complexities of feline social interactions in multiple-cat homes and how to alleviate the social tension and the chronic distress of living in a strained feline relationship.

Theresa DePorter is a board certified diplomate in the American College of Veterinary Behaviorists (ACVB) and the European College of Animal Welfare and Behavioural Medicine (ECAWBM). She received her Doctor of Veterinary Medicine degree from Purdue University and her Bachelor of Science in biology in 1992. She has been seeing behavior consultations at Oakland Veterinary Referral Services in metropolitan Detroit, MI, since 2004.
health licensing boards may also refer licensees to the HPRP for monitoring as part of a Board Order.

**INTAKE/EVALUATION.** After the initial intake, the licensee is provided the names and contact information of qualified evaluators. The purpose of the evaluation is to determine eligibility for the program, the nature of the problem, and to design a recovery plan.

**TREATMENT.** If the evaluation indicates a substance use and/or mental health disorder that represent a possible impairment, a referral for treatment services is sent to an approved provider.

**MONITORING.** A written monitoring agreement is developed that defines the requirements of participation and will typically last one to three years. The monitoring agreement may include elements such as treatment, limitations on practice, random drug screens, group/individual therapy, medical oversight, and monthly/quarterly reports.

**COMPLETION.** An HPRP participant will be released from the HPRP upon successful completion of the recovery monitoring agreement. If a health professional is accepted into the program and fails to comply with the agreement, the health professional will be referred to the Department as noncompliant, which could result in disciplinary action.

**CONFIDENTIALITY.** Participation in the HPRP, outside of a Board Order, is confidential. If a licensee is referred to the program, has a qualifying diagnosis and complies with the HPRP requirements, his or her name will not be disclosed to state regulatory authorities or the public. Provided there is no readmission, records of HPRP participants are destroyed five years after successful completion. The names of those reporting suspected violations are also kept confidential unless testimony is needed at a later disciplinary hearing.

**COST OF PARTICIPATION.** The total cost of participation may vary depending on an individual’s diagnosis, severity of condition, insurance coverage, length of time in the HPRP, and compliance with HPRP requirements. An HPRP participant is responsible for the costs of evaluation, treatment, drug testing, and other services.

**Remember:** MCL 333.16223 provides that a licensee or registrant is required to make good faith reports of suspected impairment to the Department of Licensing and Regulatory Affairs, Bureau of Health Care Services. It further indicates, for suspected substance use and/or mental health impairment, a report to the program is considered to be filed with the department. You may call the HPRP at (800) 453-3784 to meet the reporting requirement.

For more information on the Michigan Health Professional Recovery Program, go to www.hprp.org.

**POTENTIAL SIGNS OF IMPAIRMENT**

These are common signs of impairment due to substance use or mental health disorders. A health care professional who exhibits several of these common signs may be impaired:

- **EMOTIONAL/BEHAVIORAL CHANGES:** More withdrawn socially or professionally; more irritable, anxious, jealous, angry, depressed or moody; more defensive (becoming angry when someone mentions their use of drugs, drinking, or emotional stability); denying or expressing guilt or shame about personal use; or other mental health concerns that directly impact work performance

- **CHANGE IN WORK HABITS:** Missing work or frequently tardy, failing to keep scheduled appointments, late submissions of reports or assignments, asking others to cover hours or errors, or unacceptable error rates

- **PHYSICAL CHANGES:** Deterioration in personal hygiene, changes in eating patterns or body weight, or changes in sleeping patterns

- **SUBSTANCE USE/ADDICTION:** Observed intoxicated behavior within the workplace, reports of positive drug screen, behavior that indicates impairment or addiction, or documented convictions or legal issues related to alcohol and/or other drugs

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Source: Michigan Department of Licensing and Regulatory Affairs, Bureau of Health Care Services
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517-353-5420
cvm.msu.edu/hospital
Two positions available for privately owned, busy, 7-hospital group with a 12,000 SF central hospital and 24-hour emergency services. These AAHA-certified hospitals are located in the northern Macomb area. Facilities are award-winning, receiving two Veterinary Economics awards, and are fully equipped. The technical and veterinary staff is experienced and dedicated with a board certified owner (ABVP) and several internship-trained veterinarians. The first opening is an emergency/critical care veterinarian. Duties include emergency out-patient, triage of animals transferred from other hospitals, monitoring of in-house critical care patients, and emergency surgery. We provide flexible scheduling and competitive salaries. The second opening is a general practitioner in a busy central hospital. Duties include general out-patient care, in-hospital patient evaluation, and surgery. Case load is large and varied, which provides a unique opportunity to practice high-quality veterinary medicine with support from other experienced veterinarians. Special interests will be encouraged and supported. Schedules are flexible and salary competitive. Contact Dr. John Wilson or Heidi Dortenzio at 586/752-6217 or email at h.dortenzio@sbcglobal.net.

Southkent Veterinary Hospital is seeking a full-time, small-animal veterinarian. We are a very busy, fast-paced, multi-doctor practice located in Caledonia, SE of Grand Rapids, MI. We have the most current blood analyzers, digital radiography, high-speed dental equipment, large surgical suite, and limited ultrasound. Salary is commensurate with experience, and we offer paid vacation, paid CE, medical and liability insurance, matching 401(k), paid sick days, and license fees. Please contact Therese Burns, DVM, for more information at 616/891-9070 or tburnsdvm@yahoo.com.

Great opportunity to grow as a veterinarian and be part of our family atmosphere. We are looking for a compassionate, knowledgeable veterinarian to join our practice; strong surgical skills are a plus. We currently have two locations, one in Belleview, and the other is our beautiful 12,600 SF facility in Westland! We are looking for a full- or part-time veterinarian to join our practice. We have a wonderful support staff and great clientele. We are interested in a dedicated, caring veterinarian who wants to help promote our clinic values of compassion, great communication, strong client relationships, and exceptional veterinary care. We are true animal lovers and are heavily involved in all aspects of rescue. If you would like more information on becoming a part of a true family atmosphere and joining our team, please give us a call at 734/326-7297, or email stepheann50@comcast.net.

Immediate openings for full- and part-time associate veterinarians now available at our fast-paced, progressive, small-animal practice in Mason, MI. Patterson Veterinary Hospital has changed ownership and our goal is to offer a high standard of medical and surgical practice, along with compassionate care for our patients and outstanding client service. Our hospital is fully equipped with digital medical records, in-house lab work, gas anesthesiaology, K2 laser therapy, digital radiography, and doctor assistance with licensed veterinary technicians. No after-hours emergency service required, flexible scheduling available, and competitive salary, CE, and benefits offered. New graduates are welcome to apply. Please submit a résumé, cover letter and your availability to patterson_mason@yahoo.com.

Part-time veterinarian needed at AAHA-accredited small-animal exotics clinic in Jackson, MI. Columbia Animal Clinic is seeking a dedicated, enthusiastic veterinarian to join our team. Mondays, some Saturdays, and shared emergency duties, every 5th week. Email résumé to manager@columbiaanimalclinic.com.

Busy, growing northern Michigan small-animal clinic seeking FT/PT associate. New grads welcome. Competitive benefit package, three-day weekends, 2 LVTs, and excellent, friendly, long-term support staff. Our building is 8,000 SF with 4 large exam rooms, a private euthanasia suite, DR x-ray, ultrasound, and more. Located in Alpena two years in a row! Send résumé to sumrseveteinerial@gmail.com.

Cedar Creek Veterinary Clinic is seeking a full-time veterinarian for our established 3-doctor small-animal and exotic species practice in mid-Michigan. Our practice enjoys a regional reputation for the treatment of birds, reptiles, pocket pets, and other exotic species, as well as an excellent standing in canine and feline medicine. We feature state-of-the-art diagnostic equipment and a highly-skilled support staff. Our doctors are AA and ARAV members, and are happy to mentor a new graduate or collaborate with an experienced associate. Competitive salary and benefits. Email résumé to Dr. Beasley at cedarcreekvetclinics@gmail.com.

AAHA-accredited small-animal hospital since 1975 located in central Michigan has immediate opening for part-time associate veterinarian experienced in preventative care, general surgery, and dentistry. Fully equipped and staffed with 3 LVTs, practice manager, and lay staff. IDEXX lab, ultrasound, class 4 therapy laser, digital x-ray, and digital dental x-ray. No emergency or weekend hours, salary commensurate with skill and experience. Please email résumé to dustydodd448672@sbcglobal.net, or fax to 989/790-3742.

Rapidly growing mixed-animal practice (80% small, 20% equine/livestock) in rural mid-Michigan is seeking a full-time third veterinarian. Interpersonal and communication skills with team player attitude is required. Emergency duties shared among 3 doctors; offer competitive salary and benefits. Building is just over a year old with surgery suite, livestock area, digital radiography, therapy laser, and in-house labs. We have a caring, supportive staff in a family environment. Contact us at cmevsdrm@yahoo.com, or 989/291-3647.

Seeking a FT/PT associate DVM to join our busy, well-established small-animal practices in central lower Michigan. Flexible hours. Ideal candidate should be passionate about client service, education, and patient care. Send résumé to checkwithvet@gmail.com. Immediate opportunity.

Seeking full-time mixed-animal veterinarian to join our 4-doctor team. New grads are welcome to apply and will be considered for the position. Our practice is located in mid-Michigan and consists of 60% small animal, 30% dairy, and 10% equine, beef cattle, small ruminants, and exotics. On the small-animal side, our large support staff of 11, including 2 full-time LVTs, will assist with cases which range from yearly exams and vaccines to advanced orthopedic surgeries. Our small-animal facility includes 5 exam rooms, a surgery suite with 3 gas anesthetic machines and full parameter monitors, full digital radiography, ultrasound, in-house lab, tonopen, and Avimark computer software. Our dairy work involves providing herd health, most using ultrasound, to dairies that range from 50 to 1,000 milk cows, along with individual sick cow cases and mastitis work. We provide high-quality reproductive and metabolic issues. We will also supply a fully stocked truck for farm call use. The practice does provide emergency services for both our large- and small-animal clients, and these duties are split equally between all four veterinarians. Our clinic believes in the importance of mentoring and new grads will be provided with back-up in both routine cases and emergencies. Benefits will include competitive salary, paid vacation, licensing, health insurance, and contribution to a retirement plan. Please send résumé to Dr. Jon Schwab at Arenac Bay Veterinary Services, 4366 M-61, Standish, MI 48658, or email to arenacbovyet@gmail.com.

The Humane Animal Treatment Society is a progressive, open-admission animal shelter that services the animals of Isabella County. Our average annual intake is a round 1,800 animals and we have a live-save rate of 90%. We are searching for a veterinarian who will guide our shelter medical staff in providing high-quality medical care for our shelter population. The veterinarian will also be responsible for all spay and neuter surgeries in our high-volume-low cost spay/neuter clinic. The HATS Health Clinic has an annual intake of around 1,000 animals. We seek a candidate able to practice exemplary veterinary medicine in a high-volume setting, balancing donor-funded resources while striving to provide the best possible care for both herd health and the individual. Candidates should be highly effective at time management and thrive in a fast-paced environment. Candidates must also be proficient in HQHVSN. Applicants may submit résumé by sending them to HATS, Attn: Hiring Committee, PO Box 732, Mt. Pleasant, MI 48840. Required experience: licensed DVM or equivalent, 2 years.

Busy, well-established small-animal practice in Marquette, MI seeking full-time veterinarian who is hardworking, dedicated, experienced, and wants to embrace everything the Upper Peninsula offers. Integrated hospital with in-house lab, digital radiography, and ultrasound. Competitive salary/benefits. Email résumé to boyshorevet@gmail.com.

Seeking full- or part-time small-animal veterinarian to join our compassionate, client- and pet-oriented practice in Freeland, who enjoys practicing high-quality medicine. No emergency duty and no weekends—our weekends are free! Newer facility, extremely clean, and super friendly staff,
Northwoods Veterinary Practice extraordinaire: Live the life other doctors dream about. Practice veterinary medicine—make a substantial income—actually have time to enjoy your interests. Competition? Nearest practice is 57 miles away. Quality? Do it all: medicine, surgery, dentistry, preventative care. The clients are appreciative animal owners! Picture this: 40 acres of tranquility, 2,000 SF beautiful home, 1,500 SF remodeled clinic, great neighbors! Call 906/285-0705 and leave a message for an information packet. All inquiries kept confidential. Start enjoying practice again.

Established 3-veterinary practice in western Wayne county hiring part- to full-time associate. Great long term clientele and staff. Full benefits include 401(k), health, license, and association fees. Flexible hours and a very supportive environment. Contact Drs. Rogers or Reale at 734/728-2520 or through vetdeer@gmail.com.

Associate veterinarian wanted, FT, for small-animal hospital in Northville, MI. Busy 4-doctor hospital; must have strong communication skills and be able to provide compassionate patient and client care. Open 7 days/week; no after-hour emergency calls. Experience preferred. Email résumé to Kirsten.Isaacsong@banfield.net or fax to 248/449-6632.

Regular relief veterinarian for a 24/7 emergency hospital located in Allen Park, MI just outside Detroit. We need a veterinarian for about 4–6 shifts per month, potentially more during the summer and holidays. Our doctors work 12-hour shifts on a 4-week rotation between days and nights. Most of the open shifts are days, but nights would also be needed. We provide excellent support staff, a fully stocked pharmacy and state-of-the-art equipment. If you are interested in joining our ranks or need more information, please contact Ann at 313/389-1700, or aves@offfliatedvet.com.

Want to make a difference in the lives of pets and form lifelong bonds with great clients? The small-animal-exclusive Brooklyn Road Veterinary Clinic in Jackson, MI seeks a P/T or F/T veterinarian to join our team. We provide quality compassionate care in our brand new building, including digital radiography and in-house lab. Résumés to bvc@acd.net.


Immediate opening for associate veterinarian 30–40 hrs/ week in quickly growing, outpatient clinic in Belleville, MI. Additional hours as clinic grows. Looking for someone who is friendly, truly likes working with clients and LOVES interacting with patients! General medicine and surgery time will be needed. We are strong on pain management! No after-hours emergencies or on-call time. Our support team is both happy and dedicated; we are a “no-sniping” zone. Potential for growing new profit centers with your skills is available. Email résumé/vita to sumpterpetcare@gmail. com or fax to 734/697-4791. Thank you for your interest.

Seeking a full-time or part-time confident and caring associate veterinarian to join our team in a well-established multi-doctor small-animal practice located in Grand Blanc, MI. Strong communication skills are a must. General medicine and surgery capabilities are required; new or recent graduates considered. Our facility has an excellent support staff, Heska in-house laboratory, high-speed dental, x-ray, and monitoring equipment. No after-hour emergencies and limited Saturday hours. Competitive salary and benefits offered. Send résumé to gbvh1962@yahoo.com or call Dr. Miller at 810/694-8241.

Looking for FT veterinarians for Lake Huron Veterinary Clinic in Port Huron, MI. We offer competitive salary and benefits including health insurance, liability insurance, vacation pay, 401(k), and paid dues. Please send résumé to Lisa Manns, Practice Manager, at lisailvhc@gmail.com.

Mixed-animal super-vet wanted! Do you want to C-section everything from 3kg Chihuahuas to 1,000kg Charolais? Can you translate Latin into Farmer’s-eze? Can you talk the talk with horse people? Sew up any wound? If so then we want you! We have what you need to practice GREAT medicine: digital radias and records, ultrasonic dental unit, in-house lab, powerfloat, in-house squeezes, etc. Our amazing team of AHTs and front of house staff is committed to delivering excellent client and patient care. We are seeking the right person who will be a good fit for our clinic family and take great care of our clients and patients. Extensive compensation package including mileage, CE, license, vacation, disability plan, generous vacation time, and more. Salary negotiable based on experience; new graduates guaranteed 75k+ package. Mentorship is strong within our practice group; shared call with backup for new grads. If you have a well-developed sense of humor and wish to practice high-quality medicine and surgery on a variety of species please contact us! Dr. John Pegg, 780/523-3826, High Prairie Veterinary Clinic, Alberta, Canada.


Patient-focused veterinarian for an established clinic in Metamora and Oxford, MI. The right candidate will possess a great attitude, good bedside manner, great communication skills, and is someone who works as a team. We have invested in new technology with digital radiology, therapy laser, surgical laser, and embrace new techniques and equipment that benefit the health of our patients. New graduates or an experienced practitioner will be considered. We are willing to foster your interests and passions. Future partnership is a possibility. Send cover letter and résumé to Dr. Bell@bellvet.net.

Full-time or part-time position available for an experienced veterinarian at our well-established, modern, and fully-equipped hospital located in Southfield, MI. Candidates must have great surgical and medical skills and have the ability to communicate well with clients. We offer competitive salary and benefits. Please send résumé to Dr. Sahota at drsahota@hotmail.com.

We are looking for a full- or part-time associate veterinarian for a rapidly growing 2-doctor small-animal practice near Ann Arbor. We have in-house Heska lab, high-speed dental equipment, digital dental radiography, tonopen, ultrasound, etc. Competitive compensation package. Please email cover letter and résumé to Laurie at ter9607lia@chartermi.net.

Full-time veterinarian needed for a well-established small-animal clinic located in Addison, MI. We are a fast-paced, walk-in and appointment-based facility. We offer out-patient care, in-hospital patient treatment, and in-house diagnosis. Applicants must practice a high standard of medicine, surgery, and customer service. Send résumé to Dr. Andrew Kelley via email: ovcpct@gmail.com; fax 517/547-5185; or mail 6690 N. Rollin Hwy., Addison, MI 49220.

We are a one-doctor, full-service, small-animal and exotic veterinary clinic including boarding and grooming services located in Mount Pleasant, MI. We are looking for a part-time/full-time veterinary technician. Experience preferred. Must be flexible and able to work occasional weekends and holidays. Contact/t send résumé to Kara at northwoods@ northwoodsветarecenter.com.

AAHA hospital in Benton Harbor seeks experienced vet- erinarian: Highly regarded and long-established AAHA small-animal practice with a beautiful new building seeks an experienced veterinarian (2+ years) to join our team. Seeking veterinarian comfortable with soft tissue surgery and dentals. Benton Harbor is located in southwest MI along the shores of beautiful Lake Michigan only 90 minutes from Chicago. Digital full-body and dental x-ray, IDEXX, anesthesia monitoring, and chemotherapy. Generous compensation and production and benefits; relocation expenses. Please send your résumé to Victoria Travis at victoria@travisandassociates.com or call 720/535-6433 for more information.

Full-time veterinarian needed for busy, well-established, AAHA-accredited small-animal hospital in Lansing. Ex- perienced applicants desired, but will consider a new graduate. Practice high-quality medicine, surgery, and dentistry in a fast-paced, fun environment. We have an in-house IDEXX laboratory, x-ray, and digital dental x-ray. Competitive salary/benefits package. Please send résumé/ CV to waverlyanimalhospital@gmail.com, Attn: Sarah.

The Michigan Gaming Control Board is seeking applicants for part-time veterinarian positions to work at horse racing tracks located in the Detroit area for 2015. Contact Al Ernst, Horse Racing Section Manager, at 313/456-4130 or horseracing@michigan.gov.

Small-animal veterinarian wanted to join our growing, progressive practice located south of Jackson in Cement City, MI. Seeking a team-oriented veterinarian with a heart to provide excellent customer service, strong medical and surgical skills, and compassionate patient care. Great support staff includes 3 LVTs. Wage is based on production (with a promised base salary) and includes a benefits package. If you are an experienced, client-oriented veterinarian and want to practice quality medicine in an enjoyable work environment, email your résumé to cvsoffice@aol.com. Visit us at www.CountrySideVeterinary.com.

Part-time associate veterinarian needed for a growing one-doctor clinic in Newport, MI (south of Detroit). Initial part-time work schedule with opportunity for additional work as the clinic continues to grow. We are a high-quality patient/client-focused practice with excellent licensed support staff and facility. Contact Dr. Kristen Ernst at ArkAnimal Clinic, 734/770-1120, and/or email your résumé to dgpogarch@oal.com. Website: ArkAnimalVet.com.

Full- or part-time associate veterinarian needed for a multi- location, progressive, client/patient-centered practice in SE Michigan. Seeking a confident, energetic veterinarian interested in practicing the best medicine. Good surgical, diagnostic, and people skills required. Looking for at least 3 years of experience but will consider all applicants. Send résumé and references to don_monforton@gmail.com.
Experienced associate veterinarian wanted for a part- to full-time position in a well-established small-animal practice in a growing community with a strong client base north of Muskegon, MI. We are looking for a self-motivated individual with exceptional client communication skills to perform quality medicine. Schedule includes 2–4 day work week with every other Saturday (1/2 day) and some emergency work. Salary commensurate with experience. Salary initially, then pro-sal wage after. Health and disability insurance, CE, 401(k), paid vacation, professional fees, license and membership fees, journals and subscriptions, and PLIT. Please send résumés to or contact: Dr. Eric D. Peterson at 1565 Holton Rd., Muskegon, MI 49445; 231/764-1787 or edp@northside-vet.com.

North central Michigan clinic looking to hire 3rd veterinarian in mixed-animal rural community. Duties include 75% large animal/25% small animal and shared emergency duties. Looking for outgoing person with team mentality. Clinic well-equipped with IDEXX blood chemistry, digital X-ray, CO2 laser, therapy, ultrasound, dental, patient monitoring, etc. Applicant must be comfortable with bovine herd health and equine medicine. Salary negotiable with experience; benefits include vacation, health insurance, membership and license fees, retirement, and possible buy-in potential for right person. Apply via email to veto27@yahoo.com.

Seeking a full-time equine or equine/small-animal veterinarian for a large, busy practice in mid-Michigan. We are a family-friendly, fun-loving practice with great clientele and staff. We have all the toys: digital radiography, ultrasound, large laboratory, etc. We offer great benefits including healthcare, CE, and vacation. Ownership possibilities available. Contact Dean Gibbons, DVM, at the Fowlerville Veterinary Clinic, fowlervilleequine@sbcglobal.net; tel 517/229-8812.

We are looking for a full-time or part-time veterinarian for our busy practice in Dowagiac, MI. If you have experience—wonderful. If not, you will certainly be able to broaden your repertoire here with as much mentoring as you desire. We have most of the toys, but what makes this practice interesting are the number of cases we see and the diversity of medical problems—you won’t be bored! The clients are very receptive to our recommendations. We have a terrific, helpful, and cheerful staff who enjoy working here. We are looking for someone who still gets excited about making a beloved pet get better and who moms with the client when we cannot. Someone who is still reaching up for higher ground and does not feel they have yet arrived at their full potential. Someone who knows what EQ is and has it! Dowagiac is a small town surrounded by a larger resort community—we live where the big city people play. We have many lakes and opportunities as well as being close to Kalamazoo and South Bend; Chicago is a convenient train ride away. Contact us 269/782-8691 or eugwilson53@gmail.com for more information.

Join our busy, well-staffed practice in sunny South Lyon. Part-time, possible full-time. Must be current, CE is big here too. Congenial please, we have a wonderful staff and a wonderful clientele and we take good care of them all. Contact Terry at Dandy Acres in confidence at 248/437-1765; dandyacres@yahoo.com.

Seeking a full-time veterinarian to join our well-equipped AAHA-accredited small-animal practice in East Tawas, MI. New graduates welcome to apply. Seeking a veterinarian to become a long-term member of our veterinary team. Competitive salary, CE, and benefits. Check out our practice at www.SKSVet.com. Please email résumés to kingjam1@yahoo.com.

Wanted, full-time veterinarian for AAHA-certified small-animal hospital in Dearborn Heights, MI. We are looking for a progressive, practical, personable practitioner. Opportunity is available for buy-in potential and ownership for the right person. Contact Rick Caputo, DVM at 313/562-8810.

P/T or F/T associate for a progressive, well-equipped practice in a resort town on Lake Michigan. Looking for a confident, energetic veterinarian who is interested in practice top-notch medicine and is looking for a long-term position and possible buy-in. Good surgical, diagnostic, and people skills required. Ultrasound, endoscopy, computerized. Contact bbywerk2011@gmail.com.

Practice, live, and play where others can only escape on vacations. Our well-established companion animal practice is nestled among the rivers, lakes and forests of the Upper Peninsula of Michigan. Interest in orthopedics is a plus, but not necessary. Come join our 15-member veterinary team dedicated to serving our clients and patients with high-quality medicine in a small town atmosphere. Opportunities are also available for anyone with equine interests. Salary/benefit package is negotiable. Contact Dr. Scott Jandron at Northern Veterinary Associates, 661 Palms Ave., Ishpeming, MI 49949; tel 906/485-6145; email sjandron@utilnet.com.

Oceana Veterinary Clinic, nestled in beautiful west Michigan, is looking for a part-time or full-time associate veterinarian to join their small-animal medical team. OVC strives to provide quality medical, surgical, and dental care to patients in a client-centered environment. The associate veterinarian will be responsible for working with the practice owner to define and implement practice medical policies and procedures that ensure quality and compassionate patient care. At OVC, in addition to providing progressive and knowledgeable care, our clinic houses digital radiography, ultrasound, laser surgical unit, VetPro 1000 dental unit, and advanced anesthetic monitoring; we strongly encourage and support continued education. Oceana Veterinary Clinic utilizes a well-trained staff, including 2 experienced LVTs. We are looking for an experienced veterinarian, however new graduates will be considered. Inquiries and résumés can be sent to Oceana Veterinary Clinic, 5778 S. Oceana Dr., New Era, MI 49446, or oceanavetclinic@gmail.com; tel 231/861-8196.

Veterinarian wanted: We are a 3-hospital practice located in Macomb County. Each of our three sites provides an opportunity to experience unique and individual patient/client care. We offer high-quality, compassionate medicine/surgery. We pride ourselves on complete and individual care for each patient, as well as providing exceptional client care. All locations include digital radiography, Class IV laser therapy, and more. Please contact Dana Meske at dmarie.barrels@gmail.com or 586/260-2205.

Experienced full- or part-time veterinarian with 3 or more years’ experience needed for thriving small-animal practice. Clinic is located in a 4-season area offering year-round employment. Please send your résumé to Platte Lake Veterinary Clinic, 9671 Honor Hwy., Honor, MI 49640, or plattelakeveterinarianclinic@gmail.com.

Part-time veterinarian needed to join a progressive, single-doctor companion-animal hospital in Lapeer. Candidate must have a confident, positive attitude with clients and hospital team as well as possess a strong regard for animal welfare. Seeking an associate who enjoys practicing high-quality medicine, loves to educate, is a team player and values all team members, including our LVTs. We utilize surgical laser and a modern in-house lab. Must enjoy surgery and share our standards, which do not include cosmetic surgery. Experience in ultrasound, orthopedic surgery, and/or blood transfusions is a definite plus. No emergency coverage required. The right doctor will become part of our work family as well as our hospital. Contact hspital@att.net.

Veterinary Technicians Wanted

We are taking applications at Hidden Spring Veterinary Clinic, 48525 W. Eight Mile Rd., Northville. We are currently looking for an experienced veterinarian technician and receptionist for part-time. Please stop by and put in an application. Email hvclt@yahoo.com.

Our busy 6-doctor practice located in west Lansing is seeking a full-time, enthusiastic, self-motivated, licensed veterinarian with excellent communication skills to join our LVT team. We rely heavily on our technicians to provide high-quality medicine and compassionate patient care. We are a full-service facility including endoscopy, ultrasound, and digital x-ray. Competitive salary and benefit package.
We are seeking LVTs to join our fast-paced, progressive, small-animal practice in Mason, MI. Patterson Veterinary Hospital has changed ownership and our goal is to offer a high standard of medical and surgical practice, along with compassion and care for our patients and outstanding client service. Our hospital is fully equipped with digital medical records, in-house lab work, gas anesthesia, K2 laser therapy, and digital radiography. We need our techs to assist doctors with gas anesthesia, diagnostic, and treatment procedures, as well as patient intake and assistance in the exam room. The ideal candidate would have experience with digital medical records including Cornerstone computer software. Please submit your résumé, cover letter, and availability to patterson_mason@yahoo.com.

Wanted PT, experienced LVT for small-animal and exotic vet clinic in Jackson. Family atmosphere with strong focus on client education and positive attitude a must. Must be a team player and work occasional Saturdays. Please send résumé to info@countygardenvet.net.

LVT wanted for growing small-animal clinic in Flint/Grand Blanc area. Experience preferred, but will certainly consider new grad. Use your training to full extent; excellent hours and pay. Great clientele, well-equipped. Apply in person, 6004+7 Torrey Rd. (Corner Hill), or send résumé to doggiespal@comcast.net with subject line “Resume.”

Full-time veterinary assistant needed. Experience required, LVT preferred. Send résumé to Addison Veterinary Clinic, PC, 6690 N. Rollin Hwy., Addison, MI 49220, or email résumé to avpcpt@gmail.com.

Veterinary technicians/assistants needed to work in AAHA-certified emergency hospital located in Burton. Animal Emergency Hospital is an outstanding emergency hospital with excellent staff and doctors that has been serving the area for over 20 years. The employment opportunities are for all shifts with emphasis for third and weekend help. Outstanding pay and benefits and shift differentials for third shift are available. We have digital x-ray, ultrasound, Snyder oxygen cages, isolation ward, and much more. Emergency medicine offers great opportunities for technicians to use their skills and broaden their knowledge. It is an extremely rewarding experience. Please join our family at AEH and either email your résumé to mbks@tds.net or fax it to 810/238-8027, Attn: Melissa Boyd. Feel free to call 810/338-6606 and ask for Melissa or LeeAnn if you have questions.

OFFICE STAFF WANTED

Sprinkle Road Veterinary Clinic has an exciting opportunity for a management professional to join our leadership team as hospital manager. The hospital manager partners with the chief of staff to manage the business activities of the practice while developing a team committed to providing an exceptional experience to every client. We reward our employees with excellent salaries, benefits, and more. Please email your résumé to Dr. Chris Rohwer at crowher@vetcor.com.

Practice manager needed for small-animal emergency/referral hospital in Kalamazoo, MI. Progressive, modern, well-equipped hospital with outstanding support staff. Board certified surgeon on staff. Résumé: Ronald Moiles, DVM, 6039 S. Westnedge Ave., Portage, MI 49002; tel 269/760-4059; fax 269/323-3636; email ronaldmoiles@dvm.com.

PRACTICES & EQUIPMENT FOR SALE

Ann Arbor, MI small-animal practice grossing in excess of $320K but has much larger potential for progressive practitioner. Well-established practice with great clientele and great opportunity for growth. Owner wishes to retire. For details contact Dr. Jeff Rothstein, Progressive Pet Animal Hospital Management Group, 734/645-0267 or jknis@sbgglobal.net.


Unique opportunity for someone wanting to start a practice. Modern, beautiful, 3,100 SF veterinary clinic in mid-Michigan. Great location! Building has been occupied by a veterinary practice for 34 years. Located on the busiest north-south corridor in Lapeer County. No practice to purchase, just move in and start; terms negotiable. Call 810/441-2833.

Norman Bayne, DVM, MS, 248/506-1104. MSU 81. SA relief work in southeast MI. Will travel. Friendly, excellent client communications skills. norman@baynevet.com.

Carl Bedore, DVM, 810/965-8350. MSU 99. SA relief and/or part-time 1 hour from Flint. Enjoy working in a positive team atmosphere doing medicine and surgery.

Kirsten Begin, DVM, 616/446-3154. MSU 09. SA relief in Grand Rapids and surrounding areas. Will travel. Friendly, excellent client communication. References. Completed rotating and surgical internships. kbergin4@gmail.com.

Sharisse Berk, DVM, 248/851-0739. MSU 95. Available for SA relief or part-time work in southeast MI.

Rhonda Bierl, DVM, 248/467-1987. MSU 00. SA/emergency relief within 1 hour of Pontiac. General medicine, soft-tissue surgery, ultrasound experience. houserrh@yahoo.com.

Tama Cathers, DVM, 269/203-6800. NCSU 96. SA relief and part-time. SW Michigan, w/in approximately 1 hour of Kalamazoo. Calm, friendly, thorough, team player.

Aimee Cochell, DVM, 616/558-4905. Ross 01. Available for SA relief in Grand Rapids area. Willing to travel. Good client communication skills. References. abcochell@comcast.net.


Kenneth Corino, DVM, 248/217-5235. MSU 94. SA relief work. SE MI, medicine and surgery. corinodvm@aol.com.

Nichole Corner, DVM, 616/634-9777. MSU 99. SA relief work in Grand Rapids/Kalamazoo area. Excellent client communication skills. References available. haweslake@charter.net.

Jamie Craig, DVM, 248/330-8793. MSU 12. SA relief/PT in Oakland Co., surrounding areas. Skilled general practitioner, adaptable, enjoy fast-paced environments, maintains CE, excellent client services, record keeping. jamiocraig12@gmail.com.

Small-animal general practice and emergency relief. Surgery, ultrasound, and excellent communication skills, drockstarbc@gmail.com.

Susan Drapek, DVM, CVA, CVT, 517/663-0428. MSU 90. Available within two hours of Lansing. Relief experience since 1997. Small-animal medicine, surgery, and acupuncture. smdrapekdvm@sbcglobal.net.

Emery Engers, DVM, 734/717-2608. SA relief or PT in Oakland County/SE Michigan, including Saturday and Sunday. Strong medical and surgical skills, dentistry. Friendly and compassionate, high-quality care. engersem@gmail.com.

Marj Field, DVM, 734/658-4774. MSU 90. SA/exotic/ emergency relief work in southeastern MI. Excellent client service, comfortable surgeon, high ACT, and able to multitask. Extended travel can be negotiated. marj.field@me.com.

Megan Grant, DVM, 517/203-8068. MSU 09. Complete, compassionate, and progressive relief veterinary services servicing northwestern lower MI. Small-animal only. Please visit www.TCpetvet.com for more information.

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Lisa Harris, DVM, 616/261-4743. MSU 89. Available for relief in Grand Rapids/Lakeshore area. Experienced SA medicine and surgery, avian, exotic. Friendly, good communicator. drillharris@gmail.com.

Sharon Rose Henn, DVM, 616/723-4314. MSU 01. SA, Grand Rapids and western MI; may travel. 10+ years’ experience. Friendly, helpful, excellent client education, adaptable. Soft tissue surgery, dentistry. hennshar@hotmail.com.


Cindy Kalicki, DVM, 313/291-2466. MSU 94. Eight years full-time, two years relief in SA general medicine/soft tissue surgery. SE MI, part-time or relief.

Charlotte Kim, DVM, 517/643-4069. MSU 08. SA relief work in SE Michigan. Soft tissue surgery and medicine. Friendly and dependable. kimcharl0824@gmail.com.

Joan Koelzer, DVM, 616/437-6415. MSU 85. SA medicine and surgery, single-day relief, Grand Rapids/west MI. Skilled in difficult spay and neuters. jekoelzer@yahoo.com.

Delta Leeper, DVM, 248/396-7525. MSU 03. Part-time or relief, SE Michigan. Cats and dogs only; medicine, dentistry, routine surgeries. Internship trained, good communicator, team player. cadreltas@hotmail.com.


Richard M. Mieczkowski, DVM, 734/735-2279. MSU 71. Relief, experience, competent, dependable, small-animal, references, north Oakland County and vicinity. rmack@oool.com.

Denise Jorgensen Montagna, DVM, 231/557-1536. CSU 90. SA relief or part-time in western MI. Excellent client relations. References available. djmontognodvm@charter.net.

Kris Parnell, DVM, 517/881-2845. MSU 91. Available for SA relief or part-time. Will travel 1 hour of Lansing area. References upon request. kparnell@dvm.comcast.net.


Patricia Patridge, DVM, 231/938-9338. MSU 70. SA relief, PT or FT. Former practice owner. Based in Traverse City and Big Rapids, willing to travel. petvet2@torchlake.com.

Amy Peck, DVM, 231/557-4423. MSU 97. Available for relief in west MI/Grand Rapids/Lakeshore area. SA general medicine. Excellent communication skills, experienced and reliable. speckdvm@gmail.com.


Teri Sexton, DVM, 517/231-1256 cell; 517/371-2930 home. MSU 92. SA/PT work w/in 1 hour of Lansing. Can make your clients and staff feel at ease. Strengths: dermatology, soft tissue surgery. TeriLSexton@earthlink.net.


Alan Supp, DVM, 616/771-6030. MSU 90. Companion animal practitioner available Saturdays only, as-needed basis in the greater Grand Rapids area.

Connie R. Sweller, DVM, 517/388-3434. MSU 85. SA relief work within 1 hour of East Lansing. Experienced/reliable/ former practice owner (16 years). docconniet@aol.com.

Andrea Switch, DVM, 248/302-2255. MSU 84. Available for part-time or relief work. SA general medicine/soft tissue surgery in SE MI. andreaswitch@yahoo.com.

Kirsten Ura-Barton, DVM, 774/230-6878. MSU 97. Available for SA relief in SE Michigan within 1 hour of Pontiac. Experienced in both general and emergency practice with excellent communication skills. Resumé available upon request. kuraftondvm@gmail.com.

Nicholas Urbanek, DVM, 412/606-1716. Glasgow 09. SA/ emergency relief and part-time work within 2 hours of Lansing. Internship trained, great client communication and records, compassionate. nup321@aol.com.

Jacqueline Walsh, DVM, 248/680-2461. MSU 89. Available for SA relief work in the greater Detroit area.


Georgia A. Wilson, DVM, 248/830-5325. 22 years’ experience, SA, pet exotics and emergencies, licensed. Available immediately for Oakland County and southeast MI. vxndn@aol.com.

Jennifer Zablotny, DVM, 517/896-9146. MSU 97. Experienced SA relief for southeast and mid-MI. References available. drzablotny@gmail.com.
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