Pre-Veterinary Medical Association

General Body Meeting

2/18/2010

I. Meeting: Veterinary Practice Management 101

 a. Guest Speaker: Dr. Lanzi and Heather Blount from College Road animal hospital

 b. Talked about veterinary medicine in a management perspective

 i. Patient Care

 a. Medicine: Veterinarians, veterinary assistants, client care specialist, and kennel staff.

 b. Management: Technology, Facilities, Financial, and compliance

 ii. Veterinarians

 a. Patient care, Appointments, surgery, and laboratory call backs

 iii. Veterinary assistants

 a. Clients in room, history taking, vaccine draws, blood draws, surgical prep and assistance, and cytology reading

 iv. Client Care Specialist

 a. Meet and greet clients, schedule appointments, answer phones, and update client records.

 v. Kennel Staff

 a. Bath, nail trims, cleaning kennels, walking pets and inpatients

 vi. Management

 a. Technology, Facilities, Financial and Compliance

 vii. Technology

 a. Software-practice management, digital radiology, ultrasound, dental machine, and technical support

 viii. Facilities Physical Plant

 a. Clean, bring appearance up, service contracts, repairs and maintenance and utilities.

 ix. Financial

 a. Payroll (25% of overall income), drug-medical supplies, laboratory costs, postage, rent on business property, licenses and permits, pet foods, and advertising and promotion.

 x. Compliance

 a. Effective communication of recommendation, review medical records and phone call follow-ups, reminders, training, regular medical reviews and audits, and advocate for the patients best interest.

II. Upcoming Events:

 a. Spay-a-thon

 i. College Road animal hospital

 ii. February 28th, 2010

 iii. 9am-12ish

 b. NCRAH Wellness Clinic

 i. Saturday, April 17th, 2010

 ii. 1-3pm; setup 12:30 pm