

Mark Your Calendar Now!

2016 NCVMA Practice Management Seminar featuring Dr. Mary Anne Vande Linde

May 15, 2016

Sheraton Four Seasons, Greensboro, NC



Better Teams, Better Care

Money Talk & Exam Room Communication Techniques that Get Results

Money Talks the Easy Way

Why is it so hard to talk about? How can we better communicate our services value to our clients? The manner in which your team handles value questions can determine if a client leaves or returns. It can also affect a positive internet review or a negative one. Our focus - "How to" have a positive money discussion and care plan review. Come find proven steps for your team to master the art of "client-centered" communication and compliance.

Objectives:

- Identify top strategies for gaining client "buy-in"
- Discover "straight-talk" techniques when talking money
- Learn proven steps for master the art of "client-centered" communication and compliance

Exam Room Communication Success – Creating, Building and Evolving the Trust Relationship

There are multiple keys to success in the exam room. There is your knowledge base of veterinary medicine and issues, diagnostic skills; problem solving skills, and physical exam skills. One skill that is often overlooked which can make a substantial difference to the exam room experience for the client, patient, the health care team and you are communication skills. Communication is a core clinical skill essential to clinical competence, alongside physical examination, medical knowledge, and problem solving. Studies show that excellent exam room communication skills build rapport with clients, improve compliance and reduce the risk of liability. What can you do to improve the exam room experience for your client and patient? What are some steps you can take to engage with the clients and advance compliance with recommendations?

Objectives:

- Learn ways to improve the exam room experience
- Discover effective steps to engage with clients
- Identify techniques for building a trust relationship

Walking the Tight Rope of Veterinary Practice: Ethical Opportunities in the Workplace

Daily, we face situations that raise the questions – Is this legal? Is it ethical? What is the difference in legal and ethical anyway? "Does it reflect the values of the practice?" "How can I educate my team without micromanaging situations?" Come and learn how to apply "values driven leadership" to simplify communication and grow trust and to gain your teams' confidence to create a healthy workplace. Increase client loyalty with clear, consistent, and concise messages. Come explore some high wire case studies from veterinary practices, discuss the opportunities for teamwork and apply new skills and tools immediately for your teams' success.

About Mary Ann Vande Linde, DVM

Dr. Mary Ann Vande Linde is a 1985 graduate of the University of Georgia's College of Veterinary Medicine. In addition to private practice experience, her career background includes teaching at various veterinary schools and colleges, technician schools, and veterinary conferences, consulting on practice management issues, developing mentoring and coaching retreats for women practice owners as well as working with the management teams at such corporations as Hill's Pet Nutrition, IDEXX Laboratories, Pet Health Network, and Novartis Animal Health US.

Dr. Vande Linde is nationally recognized as a leader in the field of veterinary communications. She is widely respected for her ability to inspire others through her guidance in interactive training programs, strategic planning, problem solving, and marketing programs and services. Her concentration on excellent preventative care and good communication between pet parent and doctor are contributing factors to her growing reputation as a voice for total pet wellness and quality of life.

In 2008, Dr. Vande Linde founded Vande Linde & Associates to focus on all aspects of exam room communication excellence to transform the veterinary experience. She shares her time with Mr. Darcy, an energetic border terrier.

2016 Industry Council

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CLASSIFIEDS

HELP WANTED **VETERINARIANS**

SMALL ANIMAL practice located in Carolina Beach, NC, seeking full-time associate; 36 hour work week, plus 6 hours every other Saturday. Surgery and internal medicine skills required. Practice offers comprehensive medical services including surgery, dentals, digital radiology, and therapeutic laser. Competitive salary/benefits. No non-compete, potential for buy-in and no after hour emergencies. New graduates welcome. Send cover letter/resume to billing@animalhospitalcarolinabeach.com or fax to 910-458-5802.

AMBASSADOR Animal Hospital seeking full-time associate veterinarian with discriminating mind and open heart for profession. Practice has well equipped laboratory, fully equipped dental suite, and digital radiography/ultrasound, both in-house/by consultation. Strong mentorship available in internal medicine, soft tissue surgery, ophthalmology and dentistry. Must strive to practice high standard of care with compassion. Must be able to effectively manage workflow while leveraging experienced support staff. NC license and USDA accreditation needed. Email: kasmindavis@rocketmail.com

SOUTH ROBESON Veterinarian Clinic located in Fairmont, NC seeking full/part time veterinarian. Practice specializes in rescue/shelter medicine, and occasionally large animals, equine, avian/exotics. Newer facility equipped with in-house laboratories, digital x-ray, ultrasound, dental x-ray, laser surgery, top-of-the-line boarding facility, and quality medicine. Cornerstone experience a plus. New graduates welcome. Compensation/benefits negotiable, with strong potential for future practice buy in. Send cover letter/resume to southrobesonveterinaryclinic@gmail.com

CLIFFDALE Animal Hospital located in Fayetteville NC, seeking full/part time associate. Spacious facility equipped with ultrasound, state-of-the-art direct digital radiography, digital dental radiography, surgical suite with monitoring equipment, Dentalair dental unit, doppler/oscillometric BP, tonopen, in-house lab. Generous compensation package/benefits. Strong

potential for future practice buy in. Contact: 910-487-5013. Email: cliffdaleah@aol.com

ALL PETS Hospital for Animals located in Fayetteville, NC seeking full time veterinarian for small animal general practice. Progressive practice with top-of-the-line diagnostics/equipment. No emergencies. Starting salary \$85,000-90,000. Contact Dr. Dennis Johnson at 252-481-1750. Email: vetdocone@gmail.com

ANDREWS Veterinary Hospital located in western NC seeking caring, compassionate and energetic full time associate veterinarian. Should have 2+ years experience and excellent people skills and work well in team environment. Avimark software. Skilled in surgery, medicine, diagnostics and excellent customer service. Competitive compensation package. Email: ryan@maryvillesmallanimal.com

URGENTVET located in greater Charlotte, NC area seeking motivated full/part time veterinarians with outstanding people skills. Practice provides prompt, effective relief for after-hours illnesses/injuries not serious enough for emergency vet but can't wait for regular daytime appointment. Must have at least 1+ years experience. Hours: Mon-Fri, 5pm-midnight, Sat-Sun, noon-8pm. Salary negotiable/commensurate with experience/skill set. Comprehensive benefits package. Send resume to jim.dobies@urgentvetclinics.com or fax to 704-825-9931. Website: www.urgentvet.com

ELIZABETHTOWN Veterinary Hospital seeking enthusiastic part/full time associate veterinarian. Upscale facility with well-trained staff offering high quality surgery, laser, medicine and service for over 18 years. Practice 98% small animal with equine laser therapy/coggins. Emphasis on client education/practice of high standard of care. Must have excellent communication skills, attention to detail, be ethical and adaptable to high case load. Near the beaches! Competitive benefits. Future buy-in potential. Send resume to etownvet@hotmail.com. Website: elizabethtownveterinaryhospital.com

ANIMAL EMERGENCY Clinic of Cary seeking full time internship-trained or experienced emergency veterinarian. Independently

owned, primarily after-hours emergency hospital with 24/7 hospitalization capabilities. Offering full in-house laboratory, digital radiography, ultrasonography, and oxygen cage. Patient load includes inpatients, transfers and emergency care patients. Must have demonstrated ability and commitment to offering best possible medical care/client services, with positive attitude. Must be able to triage multiple patients at once, focus on client education, have skills to perform emergency procedures/surgery, and be confident in interpretation of diagnostic imaging/laboratory results. One to three years experience considered. Email: daniel@caryervet.com

ACADEMY EAST Veterinary Hospital seeking solo practitioner for satellite clinic south of Raleigh. Work to own or simply purchase growing practice established in 2011. Fully equipped facility located in thriving shopping center. Great opportunity for M-F 8:30-5:30 employment or for serious practice ownership. Email: jobs@academyeastvet.com

SPAY NEUTER Veterinary Clinic of the Sandhills seeking veterinarian to perform all aspects of spay/neuter surgeries. Experience with high volume spay/neuter and pediatric surgeries highly desirable. Expected to perform between 25-35 surgeries/day. Hours: Mon-Thurs. Send resume to spayneutervet@gmail.com or fax to 910-692-9650.

HAYES BARTON Animal Hospital seeking part time/relief veterinarian for client service oriented, high quality hospital. Family atmosphere with luxury of well educated clientele. Must be motivated and willing to work 15 hours/week with potential to increase hours. Email: valeriehbah@gmail.com

SOUTHPORT Animal Hospital located in Southport, NC seeking full time associate veterinarian for small animal practice. Send resume to southportanimalhospitalinc@yahoo.com or fax to 910-278-7595.

RANDOLPH Animal Hospital and Biscoe Pet Hospital seeking two veterinarians. New graduates/internship trained considered. Preference to individual with interest in

ultrasound, orthopedic surgery or integrative medicine. Husband/wife team considered. Contact Brian Barnett, DVM at 336-625-6822. Email: auvet94@triad.rr.com

NORTHWOODS Animal Hospital located in Cary, NC seeking permanent part time associate veterinarian needed. AAHA certified, well established, 2.5-doctor, small animal practice. Talented/competent staff, long term and compassionate. Hospital includes moderately sized boarding facility. Hours: 3-4 days/week, 8:00am-5:30pm and 2-3 Saturdays 8:00am-1:00pm. Must be fun, energetic and team player. Must possess good clinical skills and surgical expertise in routine procedures. Send cover letter/resume to Megan Heilman, 980 Northwoods Drive, Cary, NC 27513. Email: northwoodsah@bellsouth.net

ONslow COUNTY Animal Services seeking veterinarian to perform difficult professional work supervising all aspects of shelter animal care and performing 30-50/week sterilization surgeries. Directly supervise veterinary technician. Hours: 8am-5pm, Mon-Frid. Must be available to work on call for emergencies nights/weekends. Application information at <http://www.onslowcountync.gov/HR>

CASHIERS VILLAGE Veterinary Clinic seeking veterinarian to own solo small animal practice in mountain resort village of Cashiers, NC. Educated, successful clients. Well equipped 20+ year old practice with hours four days/week-no boarding, grooming or emergencies. Owner seeking more personal time. Transition must be organic/sustainable to ensure continuity. Contact: 828-743-5656.

ATRIUM ANIMAL Hospital in Charlotte, NC seeking experienced associate. Preferred candidate with diagnostic ultrasound, TCVM acupuncture, herbs, homeopathy, chiropractic or CCRP certification. Full service facility with on-site lab, dental/full body digital radiography, oral ATP and surgical suites, 6 exams rooms and newly renovated lobby. Practices offer conventional/integrative medicine, TCVM, acupuncture, herbs, food therapy, nutraceuticals, conventional diet formulations, dentistry, surgery, ultrasound, exotic/wildlife medicine, animal rehabilitation, therapeutic ultrasound, K-Laser and full-time CCRP on staff. Contact Kathy Currlin or Dr. Kim Hombs at 704-542-2000. Email: kcurrlin1@yahoo.com. Website: www.atriumanimalhospital.com

NEUSE RIVER Vet Hospital located in Wendell, NC seeking part time veterinarian. Some Saturday's 8 am-12 noon. No on call or after hours emergencies. Must be confident to practice alone with assistance from competent staff. Surgical skills welcomed but not required. Must be enthusiastic, patient/client focused, dedicated to highest quality of medicine, and able to work in fast paced environment with open mind/sensitive manner. Excellent verbal/written/interpersonal skills required. Send cover letter/resume/salary requirement to clj.conniejones@gmail.com. Telephone: 919-365-9001.

CRAB ORCHARD Veterinary Services seeking confident, compassionate, communicative associate veterinarian interested in emergency care in beautiful mountains of southwest VA! Growing 3-doctor practice providing overnight small animal emergency care for regional clients. Major emergencies referred. Looking for veterinarian to develop program in critical care and able to do shift work. Will consider person who travels in for part of week. Excellent pay, insurance, retirement and awesome staff available. Well-equipped, newer practice. Send resumes to ayearians@yahoo.com

PAWS & CLAWS Animal Hospital located in Wilmington, NC seeking full-time associate veterinarian growing 2-doctor small animal/exotic practice. Practicing high quality, proactive medicine, and customer service oriented team committed to providing best in patient care/client education. Well-equipped, modern facility includes: digital x-ray, exotics, advanced dentistry/orthopedics. Average 45 hours/week expected, including some evenings, on call shifts and Saturdays. Experience with exotics or willingness to learn a must. Must be focused on quality care, have great people skills, good work ethic, excellent communication skills, and outgoing, friendly personality. Send resume to courtney@pawsclawsah.com. Website: www.pawsclawsah.com

COTTAGE Animal Clinic located in Stantonsburg, NC seeking full/part time associate veterinarian Solo doctor practice serving large client base striving to provide high-quality veterinary care at reasonable rate. Offering wellness exams/vaccines, discounted spays/neuters, dentistry/digital radiography. Open for walk-ins Mon-Fri only. Must be able to multi-task in fast-paced environment, willing to perform high volume spays/neuters. Excellent time management, teamwork and communication skills

required. Contact Samantha Faircloth at 252-238-2400. Email: cottageanimal413@gmail.com

WEST HILLS Veterinary Centre located in Henderson, NC seeking associate veterinarian for well established companion animal practice. Well equipped with modern diagnostic equipment, ultrasound, digital radiography and therapeutic laser. Experience preferred, not required. Compassion, honesty and integrity required. Strong internal medicine/surgical skills necessary. Strong communication skills a must, teamwork skills required. Contact Shannon Gwynn at 252-438-7163. Email: shannon.gwynn@yahoo.com.

NORTHWOOD Animal Hospital located in High Point, NC seeking full time associate veterinarian. Well equipped with Catalyst, Lasercyte, digital x-ray, dental, autoclave, mobile pulse oximeter/EKG, LED exam/surgical lights. Cornerstone software. Home to area's first and only dog park. Email cover letter/resume to marquez@northwoodah.com

TRIANGLE Veterinary Referral Hospital located in Raleigh-Durham area seeking part time veterinarian. Committed to serving referring veterinary community with exceptional care, outstanding communication and latest in medical advances. 2+ years experience emergency/critical care or 5+ experience companion animal medicine preferred. Positive attitude and ability to work in team setting essential. Building/maintaining great relationships vital. Nights/weekends required. Salary commensurate with experience. Send resume/salary requirements to christybrown@tvrhdurham.com

HELP WANTED **VETERINARY TECHNICIANS**

INDIAN TRAIL Animal Hospital seeking CVPM (or CVPM eligible within 2 years). Past veterinary management experience required. New Practice Manager position! Job duties: human resources, hospital development, application of marketing plan, growth/development of Vet-REC. Generous salary commensurate with experience. Benefits package including flexible scheduling, health insurance, dental insurance, 401(K). Send cover letter/resume to DrTabony@gmail.com. Website: indiantrailanimalhospital.com and carolinavetrec.com