



## news&amp;notes

May/June 2018



## Communication with Clients

**BY: SAMANTHA BARTLETT, DVM**

Recently, a study was conducted by Partners for Healthy Pets (PHP) on the effectiveness of communication between veterinary staff and clients. PHP reviewed 5 years of data and concluded that a gap exists between what veterinary staff think they are communicating to clients and what clients are actually hearing. At the heart of the issue is the fact that owners often don't understand exactly what services are being performed or the impact those services have on the continued health of their pets.

While this is not an entirely new concept in veterinary medicine, the study shows that many clients are unaware of what exactly is going on during the exam and do not fully understand the diagnostics that are done during a routine preventive care visit. The significance is that many opportunities for improved care and diagnostics are lost when clients don't fully understand the importance and benefits of services.

As veterinary professionals that see all aspects of medicine daily, it is easy to forget that many clients are lacking knowledge and information to make informed decisions about their pet's healthcare. Add in the conflicting information found on the internet and it is understandable that clients are hesitant when it comes to spending money on preventive care and advanced diagnostics. As veterinary professionals, it is our duty to act as advocate for the pet's best interest and that involves patiently explaining the benefits and risks of each aspect of preventive care and treatment plans when pets are sick.

The PHP study identified key areas of communication breakdown in pain assessment and dental assessment. Essentially, most clients were unaware that the veterinary staff performed any kind of pain or dental assessments on their pets during office visits. Other communication areas of concern were general exams, weight assessments, parasite testing and control, behavioral assessments, follow-ups and retrovirus testing. This makes the point that even though exams are performed in the room with clients, veterinarians are not always communicating the process and findings to the client. This is a prime opportunity to increase the client experience and perceived value during annual wellness checkups.

As part of the study, PHP developed a survey tool called The Opportunity to help clinics fix the problem. This tool is available at no cost and provides a method to compare the clinic team's view of services provided with client's perceptions of services received. Team members complete a survey for the practice. In addition, an invitation link to a separate survey is sent to clients. The website keeps track of results, which are accessible through the practice's individual logon, and also provides tools, including videos and scripts, to help train staff to perform better in problem areas identified by the surveys. The site also keeps track of trends in the practice that are identified through the surveys. The Opportunity practice tool can be accessed at [https://www.partnersforhealthypets.org/opportunity\\_login.aspx](https://www.partnersforhealthypets.org/opportunity_login.aspx). The white paper for the study can also be accessed at this site.

# Pet Insurance

BY: SAMANTHA BARTLETT, DVM

Pet health insurance is becoming a growing topic in the veterinary profession. As advances in veterinary medical care continue to progress and pet owners begin to become more educated on the importance of veterinary preventive care to prolong the life of their pets, pet health insurance is becoming more attractive to clients. In addition, many employers are now offering pet health insurance as part of their employment benefits. Even with all of this growth, only about 2% of pets in the United States are currently covered by pet health insurance (PHI).

The North American Pet Health Insurance Association (NAPHIA) released a report in 2016 entitled, “Driving Growth of Pet Health Insurance”. In that report, NAPHIA reported that the market included just over 1 million insured pets creating a \$600 Million industry. NAPHIA found that owners of insured pets make more visits to the veterinarian and spend more money on veterinary care per year than non-insured pet owners. On average, insured dog owners spend 29% more per year. Insured cat owners spend 81% more per year on veterinary care than non-insured owners. Other benefits of having more insured pet owners is the ability to consistently provide the best standard of care, peace of mind for both pet owner and veterinary staff, and a reduction in euthanasia due to financial hardship when a pet is ill or injured.

In the NAPHIA 2016 study, 56% of veterinarians stated they wished all clients had pet health insurance. Of this 56%, half actively recommend pet health insurance in their practice. Of the veterinarians in this group that do not actively recommend, most cite they are not comfortable with the details of individual plans and therefore do not feel comfortable discussing insurance. This study also identified gaps in perceptions between veterinarians and pet owners regarding pet health insurance. The main gap involved client motivation for getting PHI. Of enrolled pet owners, over 50% feel that having PHI is the responsible thing to do and demonstrates their love for their pets. 48% of enrolled pet owners feel that PHI is a good value. In contrast, only about 10% of veterinarians believe that pet owners feel PHI is the responsible thing to do and only 16% of veterinarians feel that clients would see PHI as a good investment.

In 2017, the NAPHIA released the “Pet Insurance Best Practice Guide” to help veterinary practices become active advocates for pet health insurance to all of their clients. This guide gives 10 tips for client education to help increase awareness and enrollment in pet health insurance plans. You can access this guide on the NAPHIA

website at <https://naphia.org/>. The one best way to get more clients enrolled on a PHI plan is to actively talk to clients about the benefits of pet health insurance. Passive measures alone are not enough. According to the NAPHIA, 50% more owners say they would purchase PHI if veterinarians actively recommended it. Other key points covered in this guide are to pick 1-2 companies to support as a practice, get all team members on board, and to appoint 1-2 team members as insurance specialists to help answer more detailed questions clients may have with insurance companies or claims. NAPHIA recommends that veterinary practices offer PHI plans to employees to help promote plans to clients. The 2016 “Driving Growth of Pet Health Insurance” study showed that 71% of owners are more likely to purchase PHI if veterinary staff insured their own pets with the company.

There are several things to consider when picking an insurance company and individual pet plan. When advising clients on pet health insurance, it is important to stress that there are several aspects to consider when comparing insurance companies and coverage plans. At a minimum, clients should consider the exclusions list, caps on coverage per year and per lifetime, coverage of wellness services, waiting periods before coverage of certain conditions (i.e., CCL injury), whether deductibles apply per incident or per year, and plan cost.

When choosing insurance companies to support, practices should also consider popular local and regional companies, such as those included in adoption fees of shelters and rescue organizations in the area. For example, Companion Protect offers PHI plans in Iowa, Kansas and Missouri. Many large shelters offer introductory plans as part of their adoption fee. This company utilizes a network of providers that automatically process claims and pays for wellness visits in network. If a client uses a veterinarian out of the network, claims are reimbursed upon approval and wellness visits are not covered. In comparison, the larger companies, such as Nationwide, Trupanion, 24Petwatch, and ASPCA traditionally do not have provider networks and provide the same coverage either based on a percentage or on average costs in the geographic area. Each company has different approaches to coverage. While there is no regulating body on pet health insurance, the AVMA, in collaboration with NAPHIA, has developed guidance on characteristics a pet health insurance policy should have. NAPHIA has a list of companies that are members in the United States and Canada at <https://naphia.org/find-pet-insurance/>.

## Pet Air Travel Safety

BY: SAMANTHA BARTLETT, DVM

Airlines and pets have been in the news often lately. From passengers being attacked by service animals to pets dying in transit, pet travel has been a hot topic. In June of last year a Delta Airlines passenger was attacked multiple times by a 50 lb. emotional support dog that was flying in his owner's lap. More recently, a French bulldog puppy died during a United Airlines flight in which his carrier was stuffed into an overhead bin by a flight attendant.

These stories, and others like them, have brought the issue of service and emotional support animals to the forefront of the news and airline policy makers. Both United Airlines and Delta have created new requirements involving special documentation and clearance for emotional support animals on planes. Keep in mind that customers can still fly with pets in cabin, but they must pay for a seat and the pets must meet size and weight requirements. Customers with emotional support animals and service animals can get away with fewer size and weight restrictions, within reason, and do not have to pay extra for their pet to fly in cabin.

Airlines report a large increase in the number of emotional support animals flying in 2017 compared to 2016. United reported a 15% increase in the number of support animals flying last year. Federal law requires airlines to allow service animals and emotional support animals to fly in cabin, but does give the airlines some latitude when it comes to exotic or potentially dangerous animals that may impact passenger safety. The famous example is the emotional support peacock that was denied boarding on a United flight out of Newark in February. United stated it denied boarding due to size and weight among other reasons.

In March, both Delta and United modified their policies for emotional support animals. Delta now requires that owners with emotional support animals provide a document from their veterinarian regarding the animal's health including records, a statement from a mental health professional regarding the necessity of the animal, and a document stating the animal is trained to behave in public. United also requires a form from a mental health professional, a statement from the owner that the animal is trained to behave in public and does not present a threat and a statement regarding overall health from a veterinarian. Unlike Delta, United does not require veterinary

records. When United first released its new policy, the AVMA along with AVMA PLIT reviewed the airline's Veterinary Health Form and offered suggestions for revisions to the form that would more appropriately address the health and welfare of the animal and human passengers. The AVMA also suggested changes that would reduce the liability of the veterinarian completing the form. United took the AVMA's suggestions into account and created a revised form that should be filled out by a veterinarian and presented to the airline 48 hours before the flight with the animal. Along these lines, the AVMA says they will be contacting other airlines to offer input on any transport changes they may be considering.

Guidance offered by the AVMA when presented with forms include the avoidance or rewording of questions that will require the veterinarian to make predictions on how an animal will react in the setting of an aircraft surrounded by passengers. It is acceptable for the veterinarian to add in behavior as described by the owner to assist the airline in determining if an animal is an acceptable risk for passengers.

In response to the increasing number of deaths associated with animals on airline flights, the Center of Excellence for Independent Validators for Live Animals Logistics (CEIV LAL) is a program created by the International Air Transport Association (IATA) to help set standards and practices to ensure the welfare of animals in cargo. According to IATA, 506,994 animals were shipped in cargo on U.S. airlines last year. The CEIV LAL program provides certification for airline programs that undergo assessment and meet the standards for quality management and operations.



## AVMA Veterinary Wellbeing Summit

BY: SAMANTHA BARTLETT, DVM

This year, Merck Animal Health published the results of their Wellbeing Study for veterinary professionals. This study concluded that there is no mental health crisis in the veterinary profession, but there is a significant lack of wellbeing among veterinary professionals.

The Merck study also found that younger veterinary professionals, under the age of 35, were more likely to experience psychological distress than their older counterparts. Also of interest, only 41% of the veterinarians surveyed would recommend the profession to others. In contrast, only 24% of veterinarians aged 34 and under would do so. The Merck study also showed that student debt load was a big factor with 64% of veterinarians citing that as a critical factor affecting wellbeing.

These findings raise concerns for the future of the profession. If student debt is crippling the wellbeing of young veterinarians and they are not recommending the

profession to potential future veterinarians, a decline in vet school applicants may be next.

In mid-April, the AVMA, AAAP and Zoetis hosted the 2018 Veterinary Wellbeing Summit in Illinois. The goal of this summit was to bring together experts to address wellbeing strategies and tips for veterinary professionals. The 3-day summit addressed topics on wellbeing including how to correlate staff wellbeing with the culture of your practice, boundary setting, and how to implement tips for personal health and wellbeing for your home and business life.

Along with efforts like the summit in April, the AVMA has put together a page of resources to help with wellbeing and mental health. The Wellbeing and Peer Assistance page has resources to help deal with financial stress, compassion fatigue and a listing of wellbeing programs by state. The Wellbeing and Peer Assistance page can be found at [www.avma.org/ProfessionalDevelopment/PeerAndWellness/](http://www.avma.org/ProfessionalDevelopment/PeerAndWellness/).

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## World Veterinary Day

BY: SAMANTHA BARTLETT, DVM

World Veterinary Day was started in 2000 to provide a day acknowledge the importance of the veterinary profession. The celebration takes place on the last Saturday of April every year. Each year, a theme is established by the World Veterinary Association (WVA) and the World Organization of Animal Health (OIE). This year's World Veterinary Day focused on the role played by the veterinary profession to develop a more sustainable future. This theme is primarily centered on food security and safety and the impact on supporting the livelihood of the world population as it continues to grow.

The roles of veterinary professionals in food security and safety are wide and include education for farmers on sustainable practices and food animal safety and management. Veterinarians also serve in roles in public health, research, and food inspection. In keeping with these roles, the AVMA recently hosted the Global

Food Security Summit to help promote awareness and recommendations for increasing global food security.

On a local level, veterinarians partner with farmers and agricultural agencies to implement pest management strategies and herd management programs. Protection of the environment through education of clients on proper disposal of medications and control of parasites is often performed by companion animal veterinarians.

As part of the World Veterinary Day celebration, the WVA and OIE developed the World Veterinary Day Award to the organization with the most successful contributions to the profession in keeping with the theme of the year. Contributions to this year's theme will enhance sustainable development goals of the United Nations. These goals are set to decrease poverty, achieve zero hunger, promote human health and economic growth. The award recipient(s) will be announced in June.



## MAY CE

Speaker: Robert Gribble DVM, CVPM

Topics: Keeping your Pharmacy Revenue- One Injection at a Time: How many prescription requests have you received for injectable medications in the past 12 months?.

Date: Thursday May 17th, 2018

Time: 6:30pm – Dinner & Registration  
7pm – Presentation

CE: TBD

Location: Rye Plaza

4646 JC Nichols Parkway  
Kansas City, MO 64112

Fee: No fee to attend this event, but **RSVP is required by March 14th**. Current membership dues cover all CE.

Sponsor: Zoetis



**PLEASE REGISTER AT [HTTPS://KCVMA.WILDAPRICOT.ORG/EVENT-2863523](https://KCVMA.WILDAPRICOT.ORG/EVENT-2863523)**

Dr Gribble is a 1997 grad from LSU. He has been an associate veterinarian, a speaker, a consultant, and as a practice owner, a plumber, and electrician, a builder, a painter, a fence builder, an air conditioner repairman, and with his staff, a social worker, a psychiatrist, a parent and a lender over his 20 year career.

He earned his Certified Veterinary Practice Manager certification in 2011. He has spoken at Western States Veterinary Conference in Vegas, the AAHA and AVMA conferences, and multiple State and Regional VMA meetings.

His specialty is simplicity and efficiency. He keeps practice simple which keeps it enjoyable to everyone, and this allows him to get the most production from every employee.

He watches his 13 year old son's baseball games almost year round, and watches his 15 year old daughter cheer every Friday night at Hallsville Bobcat football games and every Saturday you can find him watching his LSU tigers on the college gridiron. He spends the rest of his playing music and romancing his beautiful wife of 19 years, Missy.



Date: Saturday, July 14-15, 2018

Time: 6:30PM July 14th to 8:00AM July 15th

Location: Kansas City Zoo  
6800 Zoo Dr.

Kansas City, MO, 64132

Ages: All ages 6 and up are allowed to attend this event.

This event is FREE to KCVMA members. Members may register for 1 ticket and 1 guest ticket free of charge. 2 additional tickets may be purchased for \$36 each. Contact Brian Ellis at [bellis@kcvma.com](mailto:bellis@kcvma.com) for additional tickets. Space is limited, be sure to register soon! Registration is required by Thursday, May 31st. **IMPORTANT:** Gates close at 7pm. Anyone arriving after will NOT be allowed inside.

**PLEASE REGISTER AT [HTTPS://KCVMA.WILDAPRICOT.ORG/EVENT-2894224](https://KCVMA.WILDAPRICOT.ORG/EVENT-2894224)**

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Mission Road Animal Clinic is looking for a part-time associate veterinarian to join our team. We offer flexibility, benefits and continuing education to all associates. We are a full service hospital serving the Prairie Village and surrounding areas with quality small animal companion care for over 40 years. Our hospital offers updated technology including digital radiology, ultrasound, radiology, and additional services including chiropractic care and massage therapy to ensure we can meet all patient's needs. Interested candidates please email [drgeb@missionroadanimalclinic.com](mailto:drgeb@missionroadanimalclinic.com) for more information.

Two Dogs and a Cat Veterinary Clinic is seeking full-time and part-time veterinary technicians, assistants, and receptionists to join our practice. Once hired you will be cross-trained to cover all positions and given tools to avoid burnout and compassion fatigue. We are committed to building a resilient team. We are located inside Two Dogs and a Cat Pet Club in the heart of Overland Park, KS at 119th and Metcalf. Two Dogs and a Cat is a premier facility for Boarding, Daycare, Grooming, and Veterinary Services. Our Veterinary Practice opened just over a year ago. We are experiencing tremendous growth! We embrace Fear Free techniques and are moving toward Fear Free certification. Equipped with state of the art equipment (Full in-house IDEXX CBC/CHEM/LYTE/UA analyzers; DR radiology; Midmark U/S dental equipment, Cardell Monitors, etc). Our clients are loyal and committed to exceptional pet care! Competitive salary, benefits, and bonus opportunities! Please email your resume to [drtad@twodogsandacatpetclub.com](mailto:drtad@twodogsandacatpetclub.com).

Crest Animal Hospital is looking for experienced, compassionate veterinary technicians. We are a full service veterinary hospital with an emphasis on progressive surgery and medicine. Please email your resume to [crest1313@outlook.com](mailto:crest1313@outlook.com), or you can stop in and fill out an application. Please contact John R Lyle, DVM if you have any questions at 816-763-1313.

Veterinarian wanted for friendly, flexible, and welcoming small animal hospital in Independence, Missouri. We have a loyal support staff and clientele and are conveniently located near world-class barbecue and street tacos. Salary commensurate with experience. Collaborative practice ethos. No after-hours call. Contact Dr. William Bendure at [wnb1943@gmail.com](mailto:wnb1943@gmail.com)

Full-time veterinarian needed for busy, 4 doctor, small animal practice in Spring Hill, KS. Experience preferred but not required. In-house Abaxis lab, digital x-ray, ultrasound and more. Good support staff, good salary, no emergencies. Fun family environment with small town feel. Email resume to [springhillvet@yahoo.com](mailto:springhillvet@yahoo.com) or come by and visit Dr. Erin and Ryan Miller at Spring Hill Veterinary Clinic. 913-592-2770

Mission Animal Clinic is seeking a full-time client services representative to add to our front desk staff. We are a busy small animal clinic, serving the northeast Johnson County area with compassionate, comprehensive veterinary care for over 33 years. Job duties include handling telephone calls, scheduling appointments, checking clients in/out, maintaining patient records, handling over-the-counter purchases, miscellaneous clerical duties, and minor housekeeping duties. Ability to be cross-trained to assist veterinarians and/or technicians with patients on occasion and/or previous veterinary clinic experience preferred. Competitive wage and benefit package offered, including health/dental/vision insurance, paid time off, retirement plan participation and staff discounts on veterinary care. Anyone interested in joining our dedicated animal healthcare team should send a resume to [missionanimalclinic@planetkc.com](mailto:missionanimalclinic@planetkc.com) and we will contact you regarding interviews.

Belton Veterinary Center: Looking to hire. We are a busy 3 doctor small animal (dog & cat only) clinic located just south of Kansas City, Missouri looking to hire a full time associate to replace a retiring doctor and to grow our practice. We have many loyal and well-established clients who share our desire to provide their pets with high quality medical and surgical care. We have over 50 years of combined DVM experience, a varied caseload, and a defined mentoring program to offer a new graduate. There is a positive team atmosphere among our staff member "family" and we have very low turn-over. Our clinic is well maintained with up-to-date equipment including in-house blood analyzers, surgical laser, Cardell monitoring, high speed dental, and digital dental radiography. Local emergency clinics take any after hours emergencies, so no "On Call" duty to interfere with personal or family time. The practice is conveniently located to accommodate either suburban or rural lifestyles. The Belton area has quality schools and has easy access to most Kansas City events and attractions. Benefits include paid vacation, paid CE, paid AVMA & KCVMA dues, and paid Missouri license fees. Salary is negotiable, based on experience and skill sets. Please contact Teresa Kelly, DVM at [tkpetdr2@gmail.com](mailto:tkpetdr2@gmail.com) or at Belton Veterinary Center 816-331-0061 if interested or have more questions.

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Blue Valley Animal Hospital is seeking to add another Full-time Associate Veterinarian! Established for over 35 years, Blue Valley Animal Hospital is a full-service small animal hospital that provides compassionate, state of the art, quality healthcare. We were voted 2017 Best Vet in Johnson County. Our general practice services include all aspects of wellness and preventative medicine along with surgical and dentistry care. We have a full house of diagnostic equipment including Idexx comprehensive laboratory, digital radiography, and digital dental radiography. We also offer boarding, daycare, and grooming. At Blue Valley Animal Hospital, we believe in exceeding client expectations. Our hospital provides a clean, friendly, professional environment where clients and their pets are treated with compassion, courtesy and respect. We strive to practice the best medicine possible and offer continuity of care for all our clients and patients including providing after hours emergency care. About the Hospital: Co2 Laser, Oxygen Kennel, Cold Therapy Laser, Cryo Surgery, Spacious Surgery Suite w/ Orthopedic set-up, Bluetooth monitoring About the Location: Great location in southern Johnson County that is experiencing tremendous growth! It is located within the Blue Valley School District which is the # 1 ranked school district in the state of Kansas. It is a great place for families, with high quality education, parks, shopping, and restaurants within miles! ASSOCIATE VETERINARIAN Job Summary: The Associate Veterinarian is an invaluable member of the hospital team who works directly with a Managing Doctor and supporting medical staff. This individual advances the quality of medicine in the practice and provides exceptional client service to our clients and patients. The associate will perform physical examinations and diagnostic/medical/surgical/dental procedures that deliver the highest quality care while minimizing patient stress and discomfort. Salary & Benefits: We understand the importance of work-life balance and provide extended time off each month. Competitive salary based on experience Paid CE, dues, vacation, sick days, IRA Match, health insurance, & pet discount. Please send cover letter and resume to Sara Stevens, RVT @ [practicemanagerbvah@gmail.com](mailto:practicemanagerbvah@gmail.com)

Belton Animal Clinic and Exotics Care Center is a full-service AAHA accredited veterinary medical facility located in Belton, MO., about 30 minutes south of Kansas City. We have been in the community since 1978 and love giving the best possible care to our clients and their pets. We are looking for motivated and dedicated individuals with experience as a Registered Veterinary Technician to assist us with the continued growth of the clinic. Applicants must have a strong work ethic, positive personality, fantastic communication skills, ability to multi-task efficiently in a fast paced environment, possess a well-rounded technical skillset and have a passion for delivering exceptional care to patients as well as clients. Applicant must be a RVT with over two years' experience in a veterinary hospital. Responsibilities might include, but not limited to: Take vital signs of animals including temperature, pulse, respiration and weight, Obtain patient history, Review vaccination records and prepare vaccines according to our vaccine protocol, Assist veterinarian in medical procedures using proper restraint, Assist veterinarian in surgical procedures using proper aseptic technique, Monitor patients under anesthesia, Induce anesthesia and intubate patient, Care for and monitor the condition of animals recovering from surgery., Maintain and use medical equipment such as IDEXX Lasercyte and autoclave, Collect, prepare, and label samples for laboratory testing, culture, or microscopic examination, Perform routine laboratory procedures and analyses in hematology, microbiology, urinalysis, and serology, Prepare samples for outside laboratory analysis, Administer treatments and injections following the instructions of a doctor or a treatment form, Maintain pharmacy records, and controlled drug, anesthesia, fecal, and heartworm test logs, Obtain radiographs of animals with knowledge of proper positioning and techniques, Dental procedures including, but not limited to, removal of calculus, soft deposits, plaque and stains, smoothing, filing, and polishing of teeth, Perform and analyze skin and ear cytologies, Perform catheterization- urinary and venous, Complete ear cleanings and nail trims, Administer emergency first aid, such as performing emergency resuscitation or other life saving, procedures., Clean and sterilize instruments, equipment, and materials, Provide the veterinarian with the correct equipment and instruments, as needed, Fill prescriptions, measuring medications and labeling containers, Removal of sutures/staples, Application of bandages, Collect and prepare tissue, cellular or microbiological samples by skin scrapings, impressions or other non-surgical methods, except when in conflict with other state or federal regulation, Administration and application of treatment and drugs, medications and immunological agents by topical, oral, rectal, intramuscular and subcutaneous injectable routes, Microchip implantation, Perform diagnostic imaging such as radiographs. Our culture is one of high standards, professional dedication and an unrelenting commitment to providing the best care possible to our patients. At the same time, Belton employees frequently reference our warm, friendly, collegiate work environment as one of their favorite aspects of working at the hospital. If interested, please send your resume to [tzimmerman@vetpartners.com](mailto:tzimmerman@vetpartners.com)

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Crest Animal Hospital is seeking a full-time/part time veterinarian able to work Tuesday, 1/2 day Wednesday, Thursdays, and two Saturday mornings a month. We would love to add you to our team. We are a growing, full service animal hospital that seeks to provide top notch, affordable veterinary care. Contact John Lyle 816-763-1313 or [johnrlyle@gmail.com](mailto:johnrlyle@gmail.com).

Mission Animal Clinic has an immediate opening for a full-time Veterinary Technician. We are a busy small animal clinic, serving the northeast Johnson County area with compassionate, comprehensive veterinary care for over 33 years. Job duties include preliminary assessment of patients, assisting our veterinarians with patients in exam room, running in-house lab tests, preparing samples for outside lab, surgery prep of patients, monitoring anesthesia and assisting veterinarians in surgery, post-op care of patients, dental cleanings (under veterinarian's supervision), assisting with taking digital radiographs, record keeping, assisting front desk staff on occasion with telephone calls/scheduling appointments/checking patients in and out. Responsible for keeping surgery room and lab clean and in order. Previous veterinary technician experience preferred. Competitive wage and benefit package offered, including health/dental/vision insurance, paid time off, retirement plan participation and staff discounts on veterinary care. Anyone interested in joining our dedicated animal healthcare team should send a resume to [tomissionanimalclinic@planetkc.com](mailto:tomissionanimalclinic@planetkc.com) and we will contact you regarding interviews.

Looking to fill a full time associate veterinarian position at the Red Bridge Animal Clinic which has been serving the south Kansas City and eastern Johnson County communities for over 60 years. We are equipped with a very experienced staff and facility including Digital x-ray, brand new dental x-ray unit, ultrasound, Idexx in-house blood work, and surgical laser. All of these classifieds look and sound similar so would love to talk if interested. Can call or text Rob Raduzycki (Dr. Rad) at 816-589-7035 or respond at [rraduzycki@kc.rr.com](mailto:rraduzycki@kc.rr.com)

Wildcat Veterinary Clinic in Louisburg, KS. Is looking for a full time Veterinary Technician or experienced Veterinary Assistant. We offer awesome benefits, and a fun work environment. Competitive pay, Health Insurance, IRA, paid vacation, Holiday pay, reduced cost pet care. Please email resume to [angie@wildcatvetclinic.com](mailto:angie@wildcatvetclinic.com)

Clinical Trial for Dogs with KCS! Eye Care for Animals Overland Park is enrolling cases. Dogs must be; healthy, have at least one eye affected, have STT  $\geq 5$  and  $\leq 15$  mm/min, have at least 2 clinical signs (hyperemia, blepharospasm, chemosis, discharge, corneal changes), be naïve to cyclosporine, tacrolimus, and parotid duct transposition, be on no ocular medications other than tear supplements. Visits at enrollment and weeks 1, 2, 4, and 6 for an ophthalmology exam, STT, and TBUT. Study medication and exam costs covered. Owners receive \$1000 for participation and referring vets receive \$1000 for each case enrolled.

Associate Veterinarian needed for a modern, AAHA accredited small animal practice in Westwood, Kansas. We have a great clientele and emphasize quality medicine, dentistry, surgery, client communication and teamwork. We are equipped with SmartDR, Schick DDR, a class IV NovaPulse surgical laser, a Bionet BM3 touch-screen monitor, a new IM3 dental unit and much more. Come join our team! You'll get Wednesdays off and one Saturday a month off. No Sundays or emergencies. We offer a 401K matching program, paid vacation, personal and sick time, and bonuses based on practice growth. [www.westwoodanimalhospital.com](http://www.westwoodanimalhospital.com). Contact Dr. Wayne Hunthausen, [wayneh42@aol.com](mailto:wayneh42@aol.com). About Westwood Animal Hospital: Westwood Animal Hospital is a premier veterinary clinic located right in the heart of Kansas City. Our staff provides the highest level of care for pets and their families, with the perfect balance of expertise and warmth. A full-service veterinary hospital, we offer a wide array of services and flexible scheduling. Our mission is to provide quality care for our patients and outstanding service for their families. We accomplish this through staff education, teamwork and by providing a personal touch in a congenial environment that exemplifies appreciation of the special bond between pets and their families.

The Humane Society of Greater Kansas City is currently seeking an energetic and enthusiastic veterinarian to join our team full or part time. Our 501 c3 non-profit organization operates a public service veterinary clinic targeting underserved/low income populations. We offer a wide range of services to our public clientele including wellness care, management of acute and chronic disease, dentistry, radiology and surgical services. Our clinic also provides veterinary service for the KCK Animal Control and our own shelter pets. Come help us save and improve the lives of animals and in the Greater Kansas City area! Mentorship for new graduates is available. Please send resume and/or CV submissions to [walker@hsgkc.org](mailto:walker@hsgkc.org)



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Send your classified ads to: Wanda Geis, PO Box 12468, Shawnee Mission, KS 66282-2468, or email them to [classifieds@kcvma.com](mailto:classifieds@kcvma.com). Ads must not be over 100 words in length. Classified ads will be run at the sole discretion of the editor and may be edited for content.

Wayside Waifs is hiring for a full-time Associate Shelter Veterinarian to manage all aspects of health care and disease control for the animals owned by Wayside Waifs. Primary functions include performing spay/neuter surgeries on Wayside Waifs animals, providing medical assessments, and treatments to improve and ensure the health of sheltered animals. For more information or to apply online go to [Waysidewaifs.org](http://Waysidewaifs.org) and follow the links: "About Us", "Job Openings", "Veterinarian".

Position Announcement: Emergency Staff Veterinarian at the University of Missouri, Veterinary Health Center at Kansas City. The Department of Veterinary Medicine and Surgery at the University of Missouri invites applications for emergency veterinarians at the MU Veterinary Health Center at Kansas City. Qualifications for the position include a DVM or equivalent degree and a license to practice veterinary medicine in Missouri. Small animal practice experience is a requirement for the position. Emergency experience is desirable. The MU Veterinary Health Center at Kansas City is currently an emergency-only facility for small animals. We are in the process of purchasing the Animal Emergency Center from the estate of Dr. Karl Mischke, a long-time practitioner in Kansas City and a 1989 MU graduate. The Animal Emergency Center was established in 1997, built on a partnership of trust and cooperation with veterinarians who own and operate traditional clinics in the surrounding area. The purpose of the practice was to provide local veterinarians with affordable and responsive after-hours critical care services for their patients. Our immediate goal is to hire a veterinarians sufficient to staff the facility at its fully operational emergency hours of 6 pm to 8 am Mon-Fri, and noon Saturday to 8 am Monday. Ideally, we plan to hire full-time veterinarians; however we are also interested in veterinarians looking for a part-time position. Successful candidates will be expected to aid in the development of a state-of-the-art veterinary emergency practice that supports the vision of Dr. Mischke, and that communicates and establishes relationships with the referring veterinarians of the practice and their clients. Interested applicants for the full time position are invited to submit an online application to the University of Missouri at <https://info.umkc.edu/hr/careers/> (position # 26105) including a statement of your professional goals, resume, and names and addresses of three or more references. Questions about the position should be directed to either David A. Wilson, DVM, Hospital Director at 573-882-1700 or [wilsonda@missouri.edu](mailto:wilsonda@missouri.edu), or Peggy Bryan, Hospital Administrator at 573-882-1994 or [pbryanme@missouri.edu](mailto:pbryanme@missouri.edu). If you are interested in a part-time position, please send your resume directly to either Dr. Wilson or Peggy.

Veterinarian: Wayside Waifs, Kansas City's largest pet adoption center, is seeking a full time Veterinarian to join our team. Our Veterinarians are responsible for managing all aspects of health care and disease control for the animals owned by Wayside Waifs. Primary functions include performing spay/neuter surgeries on Wayside Waifs animals, providing medical assessments, and treatments to improve and ensure the health of sheltered animals. If you are interested in joining our team, please view the entire job description via our website at [www.waysidewaifs.org](http://www.waysidewaifs.org), and to apply online. DVM degree is required. Candidates for consideration must be willing to learn new procedures and attend trainings as needed.

Registered Veterinary Technician: Wayside Waifs, Kansas City's largest pet adoption center, is seeking a full time Registered Veterinary Technician to join our team. Our Registered Veterinary Technicians are responsible for maintaining the highest quality of animal care standards for the animals housed at Wayside Waifs. This position works closely with the veterinarians and animal caregivers to assure the highest standards of animal health and husbandry, while providing excellent customer service with the adoption families, foster parents, and staff regarding questions, concerns or any medical inquiry. If you are interested in joining our team, please view the entire job description via our website at [www.waysidewaifs.org](http://www.waysidewaifs.org), and to apply online. Candidates for consideration must have an Associate of Applied Science in Veterinary Technology or a minimum of 2 years as a full-time Veterinary Assistant