

NC VETERINARY MEDICAL BOARD

1611 Jones Franklin Road, Suite 106, Raleigh, NC 27606
919 854-5601
www.ncvmb.org

Renewal Time!

It is that time of the year again, renewal time. This is the fifth year the Board has provided an online renewal and the process has not changed. For those of you renewing for the first time: begin at the Board website: www.ncvmb.org, select "Login Access", login with your User ID and Password, and select "Renew Now".

If you are a veterinarian, your User ID is "V" followed by your license number. If you are a technician, your User ID is "T" followed by your registration number. Finally, to renew a corporation, your User ID is "C" followed by your corporation number.

If you have forgotten your password, click "Forgot your Password?" on the login screen and follow the directions. Your password will be emailed to the email address on file, but you may have to check your spam box.

President's Column

By Kim D. Gemeinhardt, DVM

I was honored to be elected Board President after serving for 4 years as a member of the Board. Dwight E. Cochran, DVM of Fuquay-Varina was elected Vice-President and William K. Dean, DVM of Parkton was elected Secretary-Treasurer. The other members of the Board are Jane A. Barber, DVM, Susan K. Bull, DVM, Jonathan S. Loftis, RVT, R. Douglas Meckes, DVM and Mrs. Katie O. Morgan.

It has been a busy year. So busy that beginning in 2014 the Board added a sixth meeting to its

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You will navigate through various screens on your way to the Payment Screen. Under "Payment Options" choose either credit/debit card or e-check. Complete the payment information and then select "Authorize Payment". Remember to print out the last page if you need a receipt. In addition, click "View/Print Certificate Now" to print your wallet card and display certificate with the new expiration date.

You may want to change your password to one that will be easier to remember before leaving the site. That button is located in the upper right corner of the "My Account" screen.

schedule. Meetings are now taking place every other month with the next meeting being held at the Board office in Raleigh on January 23. The dates of all Board meetings are listed on our website. Meetings start at 8am and run until we finish around 3pm. The meetings are open to the public and I encourage you to attend.

In 2013, under the leadership of Richard W. Hawkins, DVM the Board worked with the N.C. General Assembly to update the Veterinary Practice

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Legislative Issues

By Thomas Mickey, Executive Director

This past summer the NC General Assembly passed House Bill 379, which was an act amending the laws pertaining to licensure fees (G.S. § 90–186), and license reinstatement (G.S. § 90–187.9). This bill was signed into law by Governor Pat McCrory on July 7, 2014.

Initially discussed in the December 2012 Newsletter, the “cap” on the Board’s fees needed to be raised. This bill completed 18 months of work and the fee authorizations were raised. The next step is pursuing an amendment to Board Rule .0108 that will allow for an increase in the practice facility inspection fee from the current amount of

\$75.00 to \$125.00. Inspections for existing facilities are approximately every two years. The increase works out to be about two dollars per month. The last time the inspection fee was raised was in July 1996. It is anticipated that the increase will be effective January 1, 2015.

The license reinstatement portion of the Veterinary Practice Act was last updated in 1973. It no longer fits today’s mobile society. This amendment simplified and clarified the requirements to reinstate a revoked license.

Communication

By Kim D. Gemeinhardt, DVM

Having served for just over four years I have observed that the Board spends an exorbitant amount of time reviewing complaints. Most complaints concern dogs and cats, but they have also included horses, birds, monkeys, ferrets, a hedgehog, a goat, a guinea pig, and an arctic fox. Having served on several Committees on Investigations and participated in the review and/or decision of over 200 complaints, I have observed a recurring issue; the lack of or poor communication. Below are some of the items that seem to come up over and over again.

The reception area. Do you know what is being said to your clients when you are in surgery? Is your non-veterinary staff making medical decisions in response to telephone calls about the

need for an appointment? What type of training do they have to make that call? Are they giving out medical advice to non-clients? Does each staff member understand their scope of practice? When a client shows up just before closing, do you think the client really cares that you close in ten minutes?

The exam room. Have you read and made yourself familiar with the patient’s chart before you enter the exam room? Have you ever started talking to a client about their dog and they stop you because they have never owned a dog? Does the client understand your explanation? Make it a two way conversation. Ask them questions about what you have reviewed, to assure their understanding.

Check-out or discharge. This is one of the most critical communication times. Who is explaining how the client’s animal did today?

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“Do you know what is being said to your clients when you are in surgery?”

Continuing Education Audits

By Thomas Mickey, Executive Director

In the Newsletter last year, continuing education (CE) audits were discussed. It was explained the Board would begin to conduct random audits of CE attendance. That was begun in April and continued into early November. In 2014, 6% of veterinarians received a CE audit letter from the Board. All were asked to provide proof of attendance. Some veterinarians have not been able to provide any documentation of their CE attendance or did not attend the programs that they provided during the course of their renewal. The Board has begun working through those.

In 2015, the number of veterinarians being audited will be higher. An audit of registered veterinary technicians will also begin.

Please remember to keep your certificates of attendance as proof of the CE you earned. You are asked to maintain CE records for 3 renewal cycles.

As a reminder, veterinarians are required to complete 20 hours of CE yearly and technicians are required to complete 12 hours every 2 years in accordance with their renewal cycle.

Finally, don't forget you can enter your CE online throughout the year at www.ncvmb.org.

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www.ncvmb.org"*

New Board Members



Jane Barber, DVM, MS, DACT

Governor Pat McCrory appointed Dr. Barber to the Board on November 7, 2013. Her term runs until June 30, 2018.

Dr. Barber is a 1982 graduate of University of Georgia College of Veterinary Medicine. She spent the first 5 years in mixed animal practice in Georgia and North Carolina. In 1987, she returned to the University of Georgia for advanced clinical training in veterinary behavior and received an MS

degree in 1991. She then went to the University of Minnesota where she performed her clinical residency in theriogenology. In 1993, she was awarded diplomate status in the American College of Theriogenologists.

Dr. Barber is originally from Maryland, but relocated with her husband, Scott, to the Lake Norman area in 1996 to be nearer to family. They have two sons, Preston and Jonathan and Eowyn their cat. With teenage boys her days revolve around football, track and lacrosse.

She provides general small animal services for her community and referral services to clients nationwide.

She has served on the Board of Directors for the Society for Theriogenology, the American College of Theriogenologists and their associated nonprofit organization, the Theriogenology Foundation.

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President's Column from page 1

Act to include the Program for the Assessment of Veterinary Education Equivalence (PAVE). In 2014, under the leadership of Dante R. Martin, the Veterinary Practice Act sections concerning fees and license reinstatement were also updated.

In 2015, the Board and I plan to continue the work begun by Dr. Hawkins and Dr. Martin with additional revisions to the Practice Act. This will include updates to the sections relating to the

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Susan Bull, DVM

Governor Pat McCrory appointed Dr. Bull to the Board on July 1, 2014. Her term runs until June 30, 2018. She had previously served on the Board from 2005–2010.

Dr. Bull is a 1994 graduate of North Carolina State University College of Veterinary Medicine. She works as a small animal practitioner in Waynesville. Dr. Bull's interests include internal medicine and ophthalmology.

She is originally from Fairfax, VA but has strong family ties to North Carolina. Her husband, Adam, is a lawyer in Asheville, NC. They have 3 children, 2 sons Nathan and Andrew and daughter Lindsey. Of course Dr. Bull also has "furry children" including a dog, 2 cats, a hamster and a not so furry fish. When not at work, she enjoys spending time with family and being outside. Dr. Bull spends much of her time on golf courses and basketball courts throughout North Carolina.

special powers of the Board (G.S. § 90–186), discipline of licensees (G.S. § 90–187.8), and injunctions (G.S. § 90–187.11).

For more information on PAVE, fees, and license reinstatement, please visit the Board's website and view our previous newsletters.

There is much work to be done and I would like to hear from you. Please send any comments you may have to comments@ncvmb.org.



R. Douglas Meckes, DVM

The North Carolina Commissioner of Agriculture, Mr. Steve Troxler, appointed Dr. Meckes to the Board on November 6, 2014. Dr. Meckes is currently serving as the State Veterinarian.

Dr. Meckes is a 1975 graduate of Auburn University College of Veterinary Medicine. He spent 30 years at Apex Veterinary Hospital as both a large and small animal practitioner before he was selected in 2005, as an AAAS/AVMA Congressional Science Fellow in Washington, DC. As a Fellow, Dr. Meckes worked for Senator Chuck Hagel (R-NE); after the Fellowship, in 2006, he served as an Assistant Director of Government Relations for the AVMA. In 2007, he joined the Department of Homeland Security where he was the Chief of the Food, Agriculture and Veterinary Defense Branch in the Office of Health Affairs until his return to beautiful Apex, NC, in September 2014. He is very happy to be back in North Carolina with his lovely wife, Georgia, his wonderful children and his remarkable grandchildren.

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Does the client understand what to look for at home? Does the client understand when, and how much medication to administer? Are clear written discharge instructions provided? Are re-checks scheduled before the client leaves? Are they documented in the medical record and followed-up on if there is a no-show?

Continuity of care. Are you communicating with your colleagues? How often is a patient seen by a second clinician without a conversation about the animal, client, or plan? Does the client know who is going to be caring for their pet? Do you follow up with both your colleague and the client to make sure the animal received the planned continuation of care?

Money. Are the costs of procedures discussed before the delivery of services, or is it a surprise at check-out? If additional care may be necessary, are the associated fees discussed prior to the procedure? How prepared are you and your staff

for the client that does not have the funds necessary to have their animal treated?

Plan, train and practice. How often do you and your staff work to improve the communication in your practice? There are great CE programs available that can help. Seek them out! Review with your staff on how and what to communicate with your clients. Problems are going to happen, it is best to be prepared so the staff can respond consistently. Poor communication can lead to distrust, the loss of a client, death of a patient, and possibly a complaint being filed. Better communication will make your life easier and more enjoyable.

“Please update your address book. The NCVMB is no longer using a PO Box. All mail should be sent to our physical address...”

Highlights

Here are the highlights from this year’s newsletter, as well as helpful facts.

Inspection Fee: It is anticipated that beginning January 1, 2015 the practice facility inspection fee increase to \$125, to be paid at the time of inspection.

Continuing Education: You should maintain your record and proof of CE for 3 renewal cycles.

Name Approval for Practice Facilities vs Corporations: The naming processes for practice facilities and corporations are separate and different. Approval of a corporation name does not guarantee it will be appropriate or approved as a practice facility name and vice versa.

Medical Records: You must maintain medical records, including radiographs, for 3 years from the last patient visit. Though not required, consider securing and backing up medical records. Please note that you should provide copies of records to clients when requested. You may charge a reasonable fee in order to fill the record request.

Address Update: Please update your address book. The NCVMB is no longer using a PO Box. All mail should be sent to our physical address, 1611 Jones Franklin Road, Suite 106, Raleigh, NC 27606. **Any mail sent to the NCVMB PO Box will be delayed or returned.**



RENEWAL NOTICE

NC Veterinary Medical Board

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Raleigh, NC 27606

Phone:

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(919) 854-5606

E-Mail:

comments@ncvmb.org

Active Veterinarians: 4383

Active Registered Veterinary Technicians: 1291

Practice Facilities: 1174

Corporations: 894

of Veterinary State Exams Scheduled in 2015: 10

of Technician State Exams Scheduled for 2015: 6

2015 Board Meetings: January 23, March 27, May 21, July 23, October 8, & December 3 (Meetings begin at 8am. Please note all dates and times are subject to change, updates are available on the NCVMB website.)

Social Media: Like us on Facebook or Follow us on Twitter

We're on the Web!

Visit us at:

www.ncvmb.org



The NCVMB wishes you, your family and your staff a happy and healthy New Year!