

New England Veterinary Conference

September 24-27, 2015

Portland, Maine



New England Veterinary Medical Association

2015 Board Members

President: Margaret Shively, DVM is a small animal practitioner and the owner of Kennebunk Veterinary Hospital in Kennebunk, Maine, where she resides with her family and various cats and dogs. She is a graduate of Cummings School of Veterinary Medicine at Tufts University. She and her husband spend several weeks each summer doing a mobile practice to the Maine Islands using their lobster boat. Dr. Shively also serves on the Board of Trustees of the Veterinary Scholarship Trust of New England (VSTONE).

President-Elect: Robert Belden, DVM is a 1993 graduate of Ross University and has owned New Milford Animal Hospital in Connecticut since 1997; one of his ancestors in fact arrived in New Milford in 1734. Dr. Belden, his wife, and their daughter live in Woodbury when they are not attending family events related to their 27 nieces and nephews. Dr. Belden is a Past President of the Connecticut Veterinary Medical Association and an Alternate Delegate for AVMA.

Treasurer: Richard W. Armstrong, DVM is a partner at Hinesburg Veterinary Associates, a 2-hospital small animal practice in northwestern Vermont. He received his DVM from the University of Georgia, graduating in 1995. Dr. Armstrong and his wife Kristin, also a veterinarian, live in Hinesburg, Vermont with a multitude of dogs and cats. He enjoys playing drums in a band and cheering on the Georgia Bulldog football team when he's not practicing veterinary medicine.

First Vice President: David Stowe, DVM is Chief of Staff of Fisherville Animal Hospital in Concord, New Hampshire. A graduate of the Cummings School of Veterinary Medicine at Tufts University, Dr. Stowe is a Past President of the NHVMA. He currently serves on the NH Board of Veterinary Medicine and on the Advisory Board of the NH Veterinary Diagnostic Laboratory, and is an AVMA Alternate Delegate. When not involved in veterinary medicine, he spends his time sailing, hiking and rowing and with his children.

Second Vice President: Michele M. Consiglio, DVM is chief of staff at West Shore Animal Clinic in Warwick, Rhode Island. She received her DVM from St. Georges University in 2004 and performed a clinical rotation at Louisiana State University. Dr. Consiglio is a Director of the Rhode Island Veterinary Medical Association and was named Rhode Island Veterinarian of the Year in 2013. She spends her spare time with friends and family which includes three cats, one dog, and a Blue Front Amazon Parrot.

Third Vice President: Mary Labato, DVM, DACVIM (SAIM) is a Clinical Professor in the Department of Clinical Sciences at Cummings School of Veterinary Medicine at Tufts University. She received her DVM from Tufts in 1983. She is a Past President of the Massachusetts Veterinary Medical Association and is the 2014 recipient of the Massachusetts VMA Distinguished Service Award. Mary and her husband Paul share their home with two Bernese Mountain dogs and two cats.

Immediate Past President: David J. Schwarz, DVM is an associate at the Ashland Animal Hospital, a small animal practice in Ashland, Massachusetts. He was the 2009 President of the Massachusetts Veterinary Medical Association and is active with the Animal Response Team. A 1976 graduate of Cornell, he has three adult children. Dr. Schwarz and his wife Anne Lindsay share their home with 6 dogs and 3 cats!

Executive Director: William Bell is a professional association manager. A graduate of Yale University, he is also the executive director of the Maine Veterinary Medical Association.

The New England Veterinary Medical Association is essentially a federation, with each New England state VMA appointing or electing a Director, whose primary purpose is to plan this annual Conference, now in its 81st year. Every veterinarian who is a member of a New England state VMA is also a member of our New England VMA. In recent years almost all of the annual net financial gain from this Conference has been distributed in equal shares to the charitable foundations of the six New England VMAs and to the Veterinary Scholarship Trust of New England (VSTONE).

Our Conference now also hosts the Northeast Veterinary Leadership Meeting, at which the top elected leaders and staff of the New England states and New York discuss key issues with AVMA leadership and Region One Delegates, the Dean of Tufts Cummings School of Veterinary Medicine and New England's state and federal regulatory veterinarians.

Welcome to the 81st New England Veterinary Conference

Welcome to Portland! On behalf of the Board of Directors, it is my pleasure to welcome you to the 81st meeting of the New England Veterinary Medical Association.

We have a few innovations this year: by moving the traditional Leadership/Past Presidents' Luncheon to the Westin Hotel on Friday, we have opened extra space at the Holiday Inn, allowing us to expand the meeting to three full days. We continue our tradition of offering nationally recognized lecturers in small animal medicine, equine medicine and exotics, this year including poultry. Friday's offerings also include three hours of USDA modules, designed for those needing to renew their federal accreditation. In addition, on Thursday, we are offering a day-long presentation on customer service skills for front office staff. We continue to support continuing education for our veterinary technicians with wet labs on Friday along with weekend lectures and a reception Saturday night.

Our new conference app will allow registrants to view details of the schedule, exhibitor information and to download lecture notes. The Exhibit Hall will again be open on Friday and Saturday only, allowing us to offer a sit-down luncheon at our annual NEVMA meeting on Sunday.

And Portland, a small gem of a city, remains the backdrop for our meeting. With a growing national reputation as a foodie destination, and featuring gorgeous Casco Bay and its surrounding natural beauty, we truly hope you enjoy this special regional meeting.

Margaret Shively, DVM
President, New England Veterinary Medical Association



Activities, Lectures & Labs

Northeast Veterinary Leadership Meeting & Luncheon

Thursday, September 24, 2 - 5:00 pm (Holiday Inn by the Bay)

Friday, September 25, 7:30 am - 4 pm (Westin Harborview Portland)

By invitation, the leaders of New England's and New York's state veterinary medical associations will gather to discuss common concerns. Also meeting will be AVMA's District I Delegates and Alternates, and New England's Regulatory Veterinarians.

Benefit Golf Tournament at Dunegrass Golf Club, Old Orchard Beach Thursday, September 24, 11 am registration, 12 noon tee time

This year's Tournament will be a "best ball" format for teams of four at Dunegrass, a challenging (Slope:126) but fair course 20 minutes south of Portland. Net proceeds go to the Veterinary Scholarship Trust of New England (VSTONE).



Old Port Pub Crawl with Maine Beer Tours

Thursday, September 24 at 5:30 pm—Meet in the lobby of the Holiday Inn

Saturday, September 26 at 5 pm—Meet in the lobby of the Holiday Inn



[drink local.]

Join us for an Old Port Pub Crawl! The guides from Maine Beer Tours know their beer and will share insights into the Maine beer scene. We will stop at three locations in Portland and enjoy samples at each pub, as well as some tasty pub snacks.

Casco Bay Exhibit Hall & Vendor Happy Hour

Friday, September 25, 4-5:30 pm

Join us in the Casco Bay Exhibit Hall to visit with the vendors and enjoy light appetizers and a drink before your evening plans Friday night.

No charge for registered attendees, includes one drink (ticket in back of your badge).



Harbor Cruise & Dinner on Peaks Island

Friday, September 25, 4 pm appetizers in Exhibit Hall, 5:45 pm depart hotel



Start the evening off with appetizers and a drink at the vendor's happy hour in the Exhibit Hall at 4pm, before boarding the bus at 5:45 pm for the Maine State Pier. After a scenic cruise through Casco Bay, enjoy dinner at The Inn on Peaks Island, with some short remarks from author Vint Virga and the VSTONE Live Auction following the meal. When the boat docks back in Portland after dinner, ride the bus back to the hotel or enjoy a stroll through Portland's Old Port. .



**Sunrise (and Breakfast!) with Simmons: Your Veterinary Business Intelligence Quotient (VBIQ): Are You Even Smart Enough to Own a Practice?
Saturday, September 26, 7 - 8 am, York Room**

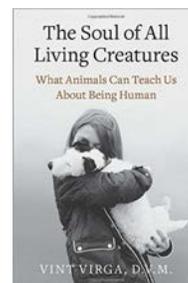
Jim Stephenson, DVM, CVB and Joe Stephenson, MA



You may think you want to own a practice, but do you have the aptitude to be a successful practice owner? During this presentation you will be asked to look inward to explore your value system. You will be challenged with a series of questions to help you examine your innate business acumen. We will use these questions to guide you into an interactive discussion exploring executive business management tools, including the basic elements of an income statement, balance sheet and profitability. After exposing your strengths and/or weaknesses in these areas we will discuss, in greater depth, the relation of financial statements to essential financial performance metrics. We will also review useful Key Performance Indicators (KPIs), empowering you to begin functional benchmarking to measure and enhance profitability. Goals: Understand what profitability is and how it drives practice value; Understand whether or not you are the type of person that generates profits, and if not, how to become one; and Gain insight into specific benchmarks which, if tracked, could help optimize practice value. **No charge to attend, but pre-registration requested. Breakfast will be provided.**

**Book Signing with Vint Virga, Author of *The Soul of All Living Creatures*
Saturday, September 26, 9:15 - 10:15 am, outside the CT/RI Room**

Dr. Vint Virga will be signing copies of his book, *The Soul of All Living Creatures*. Dr. Virga's expertise spans the animal kingdom from dogs and cats to wild species such as leopards, gibbons, wolves, and giraffes. He has worked extensively with dogs, cats, and their human families on behavioral issues of concern to them. Dr. Virga is distinguished for his insights into the parallels between human and animal behavior – making animal behavior meaningful, relevant, and easy to understand.



Contrary to popular belief, he doesn't have nine lives

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Christian Veterinary Mission Fellowship Luncheon
Saturday, September 26, 11:45 am - 12:45 pm, York Room



Join us for this special time of fellowship and hear guest speaker, Dr. Helen Noble, share on "How veterinary medicine & missions are making a difference in India through CVM". **No charge to attend. Bring your box lunch and we will provide dessert!**

Practical Tips to Avoid Malpractice and Board Complaints
Saturday, September 26, 11:45 am - 12:45 pm



Professional Liability is another area of Risk Management for all veterinary practices and this session will focus on issues related to veterinary malpractice. Topics include owner consent, medical record keeping, communication breakdowns, disclosing medical errors and managing a complaint. The most common causes of malpractice claims will be reviewed using actual claim examples. **No charge to attend. 1 CEU**

Tending & Mending the Wild: Veterinary Adventures in New England
Saturday, September 26, 11:45 am—12:45 pm

In 1983 the Cummings School of Vet Medicine at Tufts University opened its Wildlife Clinic. Their students and faculty have been involved caring for sick and injured wildlife from all around New England and have been actively involved in regional conservation efforts. Dr. Pokras will discuss some of the fascinating wildlife cases that the Wildlife Clinic has cared for, talk about the roles that the veterinary profession can play in conservation, and discuss the important work that all of us can do in helping our native wildlife and conserving natural resources. **No charge to attend.**

Pet Insurance: Eliminating Barriers to Care
Saturday, September 26, 11:45 am - 12:45 pm



Bring your lunch and join Dr. Steve Weinrauch, Chief Veterinary Officer of Trupanion, as he discusses implementation of medical insurance for pets at your practice. **No charge to attend. 1 CEU.**

Online Pharmacy Success Stories
Saturday, September 26, 5:30 - 7 pm session/Q&A
Refreshments and Hors D'oeuvres



Unleash your full potential! Case studies on how to grow practice revenues and profits with an online pharmacy. Speakers: Bash Halow, CVPM, LVT, Halow Tassava Consulting, Dr. Mike Dryden, DVM, PhD, Kansas State University, Dr. John Talmadge, DVM, Bigger Road Veterinary Clinic, Kelly Searles, Practice Manager, Bigger Veterinary Clinic, Kettering, OH **No charge to attend. Pre-registration requested.**

Technician Reception Hosted by the New Hampshire Veterinary Technician Association
Saturday, September 26, 5:30 pm - 6:30 pm

Before going out for dinner in the Old Port on Saturday, join us for some casual finger food and beer, wine or cider (or soda). Hosted by the New Hampshire Veterinary Technician Association, this reception will allow techs from across New England to connect with colleagues and have some fun. **No charge to attend. Pre-registration requested.**



Wine Sunset Sail on Casco Bay
Saturday, September 26, 5pm bus departs hotel, 5:30 - 7:30 pm sail

Join us for a scenic wine sail on board the 74-foot gaff-rigged topsail sloop, Frances. Sommelier Erica Archer, CWP, WSET Advanced, will guide you in a tasting and exploration of delicious wines as you sail through Maine's beautiful Casco Bay with scenic views of lighthouses, islands, and waterways. Enjoy a selection of delicious cheeses, fruits and nuts on board. Must be 21 years of age.



The Veterinary Scholarship Trust of New England (VSTONE)

VSTONE has been raising money for veterinary student scholarships since the early 2000's. To date, we have awarded over \$1,300,000. We do not grant scholarships based on quotas from states or attendance at specific veterinary schools, but instead fund third- and fourth-year veterinary students from any state in New England, attending any accredited school in the world.

Fund raising at the New England Veterinary Medical Association meeting this year has three parts: first, a Live Auction after dinner at Friday night's Lobster Bake; second, Saturday's "bag raffle", held at the Holiday Inn, featuring a variety of prizes from which to choose, including an iPad2 Air with WiFi, as well as a chance to win our signature, framed poster "Eyes on the Future"; and finally, a book signing on Saturday morning by author Dr Vint Virga from Rhode Island, featuring his recent nonfiction book "The Soul of All Living Creatures", with all profits going directly to the Scholarship Trust.



Please help us support our young veterinarians by doing as much as you can to help out. We all realize that veterinary debt is spiraling out of control and may threaten the future of our profession; any contribution, no matter how small, is meaningful. And, you could win something fun!

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Soft Tissue Ultrasound
Anthony Pease, DVM, MS, DACVR
Thursday, September 24, 8 am-4 pm



Morning Lecture Topics: Ultrasound - the most overlooked diagnostic test in your hospital, Ultrasound of small parts - adrenal glands and pancreas are not as hard as you think and Ultrasound Case Studies - seeing the lesion is only the first step. The afternoon lab will concentrate on adrenals and pancreas and anything else in the abdomen you would like to scan. **7 CEU**

Grow Your Client Service Skills with Wendy S. Myers
Thursday, September 24, 8:30 am-4:15 pm



This session is geared especially for front office staff and practice managers. Wendy S. Myers of Communication Solutions for Veterinarians will be presenting on the following topics: Have Receptionist Speak with Confidence; Secrets to Effective Scheduling; Creating Great First Impressions for New Clients; and 4 Easy Steps to Turn Price Shoppers into New Clients. **7 CEU**

Cranial Cruciate Repair with Ezra J. Steinberg, DVM, DACVS
Thursday, September 24, 8 am - 4 pm



This hands on workshop will be a comprehensive exercise in extra-capsular repair of the canine cranial cruciate ligament. The lab will cover the lateral approach to the stifle, removal of the cruciate remnants, inspection of the meniscus and an overview of the meniscal release. Stabilization will be applied using the lateral suture technique with a focus on proper suture placement using proven isometric points. High strength orthopedic adjustable locking loops (OrthoZip by Everest) will be placed on the isometrically placed OrthoZip posts and tightened. All attendees will have their repair critiqued by an experienced surgeon. **7 CEU**

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Differentials: One Slide at a Time with Betsy Hensley, CVT
Friday, September 25, 8 am - noon; Technician Lecture & Lab



Abnormalities in erythrocytes, leukocytes and platelets can only be accurately recognized by a skilled observer, not a machine. We will review proper sample handling, slide prep and microscope use. We will discuss normal and abnormal cells found in the blood film along with proper methods for performing the "differential". Using blood samples, the lab will cover proper sampling handling, slide prep and use of the microscope, focusing on recognizing normal and abnormal morphology of erythrocytes, leukocytes and platelets, as well as methods for estimation and differentiation of each of these blood components. **4 CEU**

Beginner/Intermediate Abdominal Ultrasound
Robert O'Brien, DVM, MS, DACVR
Friday, September 25, 8 am - 4 pm



The morning lecture will cover the 3P's- Principles, scan Protocol and knobology Pitfalls; The Basic Organs...The Big 6; and Small parts and vascular imaging landmarks. The afternoon lab session will be focused on imaging the basic organs: Liver and Gall Bladder, Spleen and Left Kidney, Left Adrenal gland, Medial Iliac lymph nodes and urinary bladder, Right Kidney and pancreas, and Right Adrenal gland. **7 CEU**

AAST Modules 10, 9 & 7 with Nicole Giguere, DVM, MS from the USDA-APHIS
Friday, September 25, 8 am - noon

Working on your accreditation? This year we are offering three modules to help you meet the requirements: Module 10: PPE for Veterinarians; Module 9: Interstate and International Health Certificates for Category I Animals and Module 7: Foreign Animal Disease Detection in Category I Animals. Also a brief update on HPAI. **No charge.**

Urinalysis from Start to Finish with Betsy Hensley, CVT
Friday, September 25, 1 - 5 pm; Technician Lecture & Lab



Performing a complete urinalysis is an essential task for a veterinary technician and consists of four main parts: gross examination of the urine, the reagent test strip, the specific gravity and microscopic examination of the urine sediment. The proper methods for performing the urinalysis, including tips on getting the most out of your results, will be discussed and the components of urine sediment will be reviewed. Using urine samples, the lab will review proper sediment preparation (both wet mounts and dry prep), microscope use and the identification of common cells and structures found in urine. **4 CEU**

Veterinary Compounding with Gigi Davidson, BPh, DICVP
Friday, September 25, 1 - 4:30 pm



Gigi Davidson, from the College of Veterinary Medicine at NC State University will be presenting on compounding issues including a review of the current legal and regulatory boundaries for veterinary compounding and an exploration of possible proposed federal legislation for compounding for animal patients; a checklist for "vetting" compounds and compounding pharmacies for quality and safety; current and evolving United States Pharmacopeia (USP) standards that will soon be applied to veterinary practices. **3 CEU**

Small Mammals: Ferrets and Rabbits with Don J. Harris, DVM
Friday, September 25, 1 - 4:30 pm

Dr. Harris will be discussing ferrets and rabbits in this afternoon session, as well as how to make sure that your office is appropriately prepared to see exotic pets. **3 CEU**

Small Animal Ophthalmology with Alison Clode, DVM, DACVO
Friday, September 25, 8:30 am - 4:30 pm



Topics will include: **Canine glaucoma; Canine and Feline uveitis; Canine corneal disease; and Feline corneal disease. 7 CEU**

Thursday, September 24

7:30 am - 5 pm	Registration Desk Open
8 am - 4 pm	Soft Tissue Ultrasound with Anthony Pease, DVM, MS, DACVR (NH Room) 
8 am - 4 pm	Cranial Cruciate Repair with Ezra Steinberg, VMD, DACVS (AM - O/S, PM - MA) 
8:30 am-4:15 pm	Grow Your Client Service Skills with Wendy S. Myers (CT/RI) 
11 am	Golf Tournament at Dunegrass Golf Club (11 am registration, tee times start at noon)
12-1pm	Lunch (VT Room) 
2 - 5 pm	Northeast Leadership Meeting at the Holiday Inn by the Bay (by invitation) (O/S Room)
5:30 pm	Old Port Pub Crawl (Meet in the lobby of the Holiday Inn)
6 pm	Northeast Leadership Dinner (by invitation)

Friday, September 25

7 am - 5 pm	Registration Desk Open
7:30 am - 4 pm	Northeast Leadership Meeting at the Westin Harborview (by invitation)
8 am - 4 pm	Abdominal Ultrasound with Robert O'Brien, DVM, DACVR (CT/RI)  UNIVERSAL IMAGING SEE THE DIFFERENCE
8 am - noon	USDA Modules 10, 9 & 7 with Nicole Giguere, DVM, MS (MA Room)
8 am - noon	Differentials: One Slide at a Time— Technician Lecture and Lab with Betsy Hensley, CVT (O/S) 
8:30 am - 4:30 pm	Small Animal Ophthalmology with Alison Clode, DVM, DCAVO (VT Room) 
Noon - 5:30 pm	Casco Bay Exhibit Hall Open
Noon - 1 pm	Lunch with Exhibitors - Casco Bay Hall   
1—4:30 pm	Veterinary Compounding with Gigi Davidson, BPh, DACVP (MA Room) 
1 - 4:30 pm	Ferrets, Rabbits and Being Preparing for Exotic Pets with Don J. Harris, DVM (L/K/C Room)
1-5 pm	Urinalysis from Start to Finish with Betsy Hensley, CVT (O/S Room) 
4 - 5:30 pm	Happy Hour—Casco Bay Exhibit Hall  
5:45 pm	Buses depart for Dinner on Peaks Island   

Saturday, September 26

		Session 1 8:00 am-9:30 am		Session 2 10:00am-11:30am		Session 3 1:00pm-2:30pm		Session 4 3:00pm-4:30pm
Small Animal (VT) 	  Registration Desk Open 7:00am-4:30pm Breakfast—Casco Bay Hall 7:00am-8:00am	Food Allergies in Dogs & Cats <i>Ed Rosser</i>	  Break—Casco Bay Hall	Cutaneous Drug Reactions <i>Ed Rosser</i>	  Lunch with Exhibitors—Casco Bay Hall	Atopic Dermatitis & Allergen-Specific Immunotherapy <i>Ed Rosser</i>	  Break—Casco Bay Hall	Alopecia-X & Seasonal Flank Alopecia <i>Ed Rosser</i>
Small Animal (NH) 		Flea Control I <i>Michael Dryden</i>		Flea Control II <i>Michael Dryden</i>		Ticks I <i>Michael Dryden</i>		Ticks II <i>Michael Dryden</i>
Exotics (L/K/C)		Psittacine: Essential Techniques <i>Don Harris</i>		Psittacine: Diagnostics <i>Don Harris</i>		Psittacine: Viral Presentations <i>Don Harris</i>		Psittacine: Pediatrics & Critical Care <i>Don Harris</i>
Equine (MA)		Adnexal Disease <i>Alison Clode</i>		Ulcerative Keratitis <i>Alison Clode</i>		Nonulcerative Keratitis <i>Alison Clode</i>		Uveitis <i>Alison Clode</i>
Practice Management (O/S) 		The Irresistible Practice Profile <i>Bash Halow</i>		FUNDamentals of Strategic Planning <i>Bash Halow</i>		The 21st Century Business Model <i>Bash Halow</i>		One Ringy Dingy <i>Bash Halow</i>
Technician (CT/RI)		Nutritional Support <i>Ann Wortinger</i>		Ins and Outs of Feeding Tubes <i>Ann Wortinger</i>		Nutrition Myths <i>Ann Wortinger</i>		Raw Food Diets <i>Ann Wortinger</i>
Practice Wellness (York) 						When Practice Isn't Fun Anymore: Clients <i>Susan Cohen</i>		When Practice Isn't Fun Anymore: Job <i>Susan Cohen</i>
Lunch Sessions 11:45-12:45		CVM Fellowship Luncheon (York) 		Eliminating Barriers to Care (VT) 		Practical Tips to Avoid Malpractice & Board Complaints (CT/RI) 		Dr. Mark Pokras: Tending & Mending the Wild: Veterinary Adventures in New England (NH)
Evening Events	Technician Reception 5:30-6:30pm 	Online Pharmacy Presentation 5:30-7pm 	Old Port Pub Crawl with Maine Beer Tours 5pm	Sunset Wine Sail with Wine Wise 5:30-7:30pm (Bus 5pm)				

Sunday, September 27

		Session 1 8:00 am-9:30 am		Session 2 10:00am-11:30am		Session 3 12:30pm-2:00pm		Session 4 2:15pm-3:45pm
Small Animal (VT) 	 Registration Desk Open 7:30am—3pm Breakfast—Casco Bay Hall 7:30am - 8:00am	Feline Pruritus <i>Ed Rosser</i>	Break— Casco Bay Hall	Feline Eosinophilic Granuloma Complex, Paraneoplastic Alopecia and Thymoma-Associated Exfoliative Dermatitis <i>Ed Rosser</i>	Lunch & Annual Meeting—Casco Bay Hall	Dermatophytosis in Dogs and Cats; Malassezia Dermatitis <i>Ed Rosser</i>	Break— Main Hall	Sebaceous Adenitis & Symmetrical Lupoid Onychodystrophy <i>Ed Rosser</i>
Small Animal (NH) 		Canine Heartworm I <i>Michael Dryden</i>		Canine Heartworm II <i>Michael Dryden</i>		Clinical Parasitology <i>Michael Dryden</i>		Giardiasis <i>Michael Dryden</i>
Exotics (L/K/C)		Husbandry of Backyard Poultry Collections <i>Don Harris</i>		Poultry: Common Non-infectious Presentations <i>Don Harris</i>		Poultry: Common Diseases <i>Don Harris</i>		Poultry: Practical Zoonotic Awareness <i>Don Harris</i>
Equine (MA)		The Elderly Equine <i>Mary Rose Paradis</i>		The Elderly Equine <i>Mary Rose Paradis</i>		The Newborn Foal <i>Mary Rose Paradis</i>		The Newborn Foal <i>Mary Rose Paradis</i>
Practice Management (O/S) 		Leading Veterinary Strategies Part I <i>Bash Halow</i>		Leading Veterinary Strategies Part II <i>Bash Halow</i>		Respectful and Responsible Employee Discipline <i>Bash Halow</i>		Leaders, You Are Not Alone <i>Bash Halow</i>
Technician (CT/RI)		Cats—Obligate Carnivores <i>Ann Wortinger</i>		Counseling Clients in Crisis <i>Ann Wortinger</i>		Zoonosis <i>Ann Wortinger</i>		Backyard Chickens <i>Ann Wortinger</i>
Practice Wellness (York) 		When Practice Isn't Fun Anymore: Outside World <i>Susan Cohen</i>		When Practice Isn't Fun Anymore: Your World <i>Susan Cohen</i>				

Lecture Program Descriptions

Saturday and Sunday lectures are listed by alpha by speaker last name, by day.

Each full day of lectures on Saturday and Sunday is worth 7 CEU and you can choose to sit in on lectures from different speakers within the day (i.e. morning practice management sessions and afternoon equine sessions.)

Small Animal Ophthalmology

Alison Clode, DVM, DACVO

Friday, September 25, 8:30am - 4:30pm

Canine glaucoma In this session, diagnosis of acute and chronic, as well as primary and secondary, glaucoma will be discussed. Appropriate and aggressive treatment for acute glaucoma in the dog will be presented, as well as therapeutic plans for chronic canine glaucoma. Key considerations in dogs with secondary glaucoma will be detailed, as well as their implications for treatment options. Additionally, surgical techniques, both conventional and advanced, and will be presented.

Canine and feline uveitis In this session, clinical diagnosis of anterior and posterior uveitis will be discussed. Etiologies and additional diagnostic procedures recommended for both dogs and cats will be presented, with the emphasis on both 'ocular' and 'nonocular' causes of uveitis. Treatment plans, including continued monitoring and implications for prognosis, will be outlined.

Canine corneal disease Diagnosis, thorough evaluation, and appropriate management of ulcerative keratitis in dogs will be presented, with emphasis on recognition and treatment of uncomplicated (uninfected) and complicated (infected) ulcers. Clinical signs of and treatments to consider for nonulcerative keratitis will also be discussed.

Feline corneal disease Diagnosis, thorough evaluation, and appropriate management of ulcerative keratitis in cats will be presented, with emphasis on diagnosis and management of feline herpesvirus-1 (FHV-1)-associated disease. Implications of FHV-1 in nonulcerative conditions of the feline cornea will also be presented, along with treatment modifications appropriate for such cases.



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Equine Ophthalmology

Alison Clode, DVM, DACVO

Saturday, September 26, 8am - 4:30pm

Adnexal disease Management of equine adnexal disease, with emphasis on periocular neoplasia and periocular trauma, will be detailed in this session. The focus will be on adjunctive treatments and recent advances in management of periocular neoplasia, particularly squamous cell carcinoma. Additionally, considerations in surgical management of orbital and adnexal trauma will be described.

Ulcerative keratitis Clinical evaluation and adjunctive diagnostic techniques for assessment and management of ulcerative keratitis in the horse will be presented. Emphasis will be on distinguishing clinical signs of infection as well as additional diagnostics techniques and their indications and interpretations. Appropriate treatment considerations will also be detailed.

Nonulcerative keratitis Diagnostic criteria for nonulcerative conditions of the equine cornea, with the focus on immune-mediated, infected, and neoplastic disease processes, will be discussed. Indications for and interpretations of additional diagnostic techniques will be described, with appropriate treatment options for each clinical situation detailed.

Uveitis Equine uveitis will be discussed, including equine recurrent uveitis as well as nonrecurrent forms. Distinctions between acute and chronic presentations, additional diagnostic procedures, appropriate medical treatment options, and available surgical options will also be detailed.

Practice Wellness: 4 Reasons Practice Isn't Fun and What to do About It

Susan P. Cohen, DSW

Saturday, September 26, 1 - 4:30pm and Sunday, September 27, 8 - 11:30am

Here are the four primary reasons veterinary teams say that job stress is making work miserable: Clients, the job, the outside world, and personal struggles. These discussions will address each one and show you how to prevent them becoming a problem or fix them if they already are problems. You'll learn how to handle sensitive conversations, spot a co-worker who has a substance abuse or mental health issue, recognize when drama comes from poor organization, and become more resilient, so you can handle what life throws at you.

Everyone knows veterinary practice isn't what it used to be. Experienced DVMs face competition from low-cost clinics and young specialists who look fourteen but come with a shopping list for expensive equipment and demands to get weekends off during football season. New grads have their own issues. They compete with other young DVMs for jobs that aren't what they seem. The ad says "friendly atmosphere, 50-hours a week". They turn out to be 80-hour ordeals with 10-year, 100-mile radius non-compete clauses and a staff that says they don't have to listen to your stupid ideas because they have socks older than you. This pressure has led to widespread dissatisfaction with the profession. "Is it me, is it this job, or have I made a truly unfortunate career choice?" Even worse, there is widespread fear that veterinary professionals have a high rate of suicide. Naturally veterinarians, technicians, and other staff blame themselves or other people for their unhappiness.

Veterinary Compounding

Gigi Davidson, BSPH, DICVP

Friday, September 25, 1 - 4:30 pm, 3 CEU

Safely Navigating the Stormy Seas of Veterinary Compounding: Quality, Safety and Regulatory Boundaries - This presentation will review the current legal and regulatory boundaries for veterinary compounding and explore possible proposed federal legislation for compounding for animal patients. A checklist for "vetting" compounds and compounding pharmacies for quality and safety will also be presented and discussed.

USP Standards and Veterinary Medicine: Coming to Your Practice Soon - This presentation will describe current and evolving United States Pharmacopeia (USP) standards (currently legally enforceable for human compounding) and how they will soon be applied to veterinary practices by regulatory agencies. The public comment process for shaping USP standards will also be presented and attendees encouraged to become active in providing feedback on the USP standards setting process.

Fleas and Ticks

Michael Dryden, DVM, MS, PhD, DACVIM

Saturday, September 26, 8am - 4:30pm

Flea Control – Firm Facts vs. Misleading Myths: More than twenty years of evaluating flea products in flea infested homes in Manhattan KS and Tampa FL. have provide some unique insights into the numerous issues that can be encountered when trying to eliminate an active flea infestation. Managing client expectations after a flea control product is applied requires an understanding of the biologic and epidemiologic factors responsible for persistent flea infestations and an ability to better manage client expectations. This seminar will address those issues using a case based approach. (3 hours)

Ticks – Understanding Today, Control for Tomorrow: Control of ticks and tick transmitted diseases can be difficult and frustrating due to multiple factors. Reports of product failures are common and resistance is often touted as the reason for these failures. However, various biologic and ecologic factors are actually responsible for most perceived control failures such as multiple tick species, change in distribution and density, prolonged life cycles, high reproductive capacity, our inability to control wildlife hosts and client expectations of product performance. (3 hours)

Parasitology

Michael Dryden, DVM, MS, PhD, DACVIM

Sunday, September 27, 8 am - 3:45 pm

Canine Heartworm Update: What we forgot, what we thought we knew and what we really need to know. *Dirofilaria immitis* is an extremely common and often life threatening parasitic infection, with over 250,000 cases reported annually in the U.S. While the condition is common, there are still many misperceptions concerning the life cycle and transmission of this mosquito vectored disease. Additionally, numerous questions still arise concerning performance of the preventatives, perceptions of resistance, efficacy of the adulticide and accuracy of the antigen tests pre and post-treatment. This presentation will attempt to clear up misconceptions and provide insights into the changing aspects of heartworm infections in dogs. (3 hours)

Clinical Parasitology: Fact from Fiction, Science from Salesmanship: Parasites make up a considerable portion of the daily activities in clinical practice. Clinical parasitology at times becomes almost routine, when in fact many parasitic diseases are difficult to manage - expensive and time consuming. This lecture series will deal with the common errors and misperceptions concerning the diagnosis, control and prevention of common internal parasites of dogs and cats. (1.5 hours)

Giardiasis; biology, diagnosis, zoonosis and control: *Giardia* sp. infections have been a common problem in many veterinary practices for decades. While it is common it certainly is not routine. Problems in diagnosis and treatment persist. Issues concerning zoonotic potential and public health implications are difficult to ascertain. This seminar will provide an update on the diagnosis, control and zoonotic potential of giardiasis in dogs and cats. (1.5 hours)

Practice Management

Bash Halow, BS, CVPM, LVT

Saturday, September 26, 8 am - 4:30 pm

The Irresistible Practice Profile: Management Practices That Increase Your Practice's Sale Value and Health Your practice is only worth what someone will pay for it. Fortunately, we're living in a time when that can be a great deal of money. Learn what management practices you can put in place that will increase your practice's value by as much as 100%. A must-attend lecture for all practice owners and managers, irrespective of your interest in selling or buying a veterinary practice.

FUNDamentals of Strategic Planning: A Painless and Productive Approach to Building out a Plan for your Practice's Long Term Success. Regardless of your practice's size, your very competitive future requires a game plan. Strategic Planning is essential to your success, is the first step in building a true team, and feels liberating. With dozens of hours of strategic planning experience, Bash Halow will walk you through the right way to undertake strategic planning at your practice.

The 21st Century Business Model is Grounded in Prevention The traditional see-all-be-all general-practice model is difficult and expensive to sustain in today's market place. See the savings, net return, and the logic behind a practice where the main focus is preventative medicine. Also great tips for improving compliance to your existing preventative programs INCLUDING DENTISTRY.

One Ringy Dingy Despite our best efforts, we're still not getting client communication right. Case and point are these recorded live phone calls made to practices around the country. Sometimes jaw dropping and certainly worth of head wag or two, these calls serve as the perfect jumping off point for a discussion on customer service communication basics and how to successfully train your team to sell your practice's value.

Practice Management

Bash Halow, BS, CVPM, LVT

Sunday, September 27, 8 am - 3:45 pm

The Leading US Veterinary Service, Marketing, and Payment Strategies Part I America's best veterinary practices are exploring customer service beyond 'please' and 'thank you' and coupling novel ways to capture client loyalty with the latest in digital technology, service techniques, and new payment solutions. A retrospective of the newest and best that's out there.

The Leading US Veterinary Service, Marketing, and Payment Strategies Part II A continuation of the above with a heavy emphasis on website design, social media, online reputation management, and search engine optimization. We'll cover Wordpress, blogging, the latest changes to Facebook, Youtube, and, because technology is changing so rapidly, a bunch of other things that haven't yet been invented as of this writing 2-16-15.

"Right Up": Respectful and Responsible Employee Discipline End the go-no-where rancor of employee write ups. A passionate entreaty to reverse a practice that too many employees find demoralizing and one that does little to change behavior. Includes a retrospective of major federal labor laws, including the work of the EEOC and a careful look at Unemployment Commission before making recommendations on a more productive approach to employee discipline.

Leaders, You Are Not Alone Think that it's lonely at the top? Bash Halow spent most of 2014 interviewing top veterinary practice leaders for some insight into their success, their survival their sanity, and their inner strength and peace. This uplifting lecture shares the thoughts of top veterinary practice leaders who have optimized management systems to improve company morale, raise productivity, and get employees to think and act like veterinary hospital owners.

Small Mammals

Don J. Harris, DVM

Friday, September 25, 1 - 4:30 pm

Rabbit Medicine 101: 90% of rabbits present with 10% of the possible illnesses. Common presentations and therapeutics are highlighted along with techniques unique to handling and collecting laboratory samples from rabbits.

Ferret Medicine 101: 90% of ferrets present with 10% of the possible illnesses. Common presentations and therapeutics are highlighted along with techniques unique to handling and collecting laboratory samples from ferrets.

Establishing an Exotics Practice: Those interested in entering the world of exotic animal medicine often want to know how to set up a practice for doing so. Whether adding exotics to a practice, or seeking to develop an exclusively exotics practice, certain details must be addressed. This session clearly addresses those details.

Psittacines

Don J. Harris, DVM

Saturday, September 26, 8 am - 4:30 pm

Essential Handling, Sampling, and Therapeutic Techniques: Every bit as important in managing avian patients, and sometimes more so for the owners, is the competence in handling the patient. Restraint, sample collection, even wing trimming can make or break a client relationship. This session will focus on those techniques employed in 90% of avian visits, emphasizing the sometimes subtle details that make a difference.



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Diagnostics, the core of avian medicine- utilization and interpretation: Practicing avian medicine without utilizing laboratory diagnostics would be like practicing orthopedic medicine without radiology. Clinical diagnostics are indispensable with avian cases, and are important in the management of both sick and well patients. Both the significance of the individual tests as well as the vital interrelationships are illustrated here.

Current Viral Presentations: Viral diseases have evolved over the past couple of decades and presentation that were common years ago are rare now... and vice versa. Common virus, their manifestation as currently recognized, and their implications are discussed.

Pediatrics- Husbandry and Critical Care (applicable to all ages): As the avian pet trade expands, and increased numbers of young birds enter the retail supply chain, so increased neonatal and juvenile problems are presented to avian practitioners. In order to understand illness in juvenile avian patients, basic avian pediatric husbandry must be understood. Common practices and problems are outlined in this session.

Poultry

Don J. Harris, DVM

Sunday, September 27, 8 am - 3:45 pm

Husbandry of Back-yard Poultry Collections: Backyard poultry farming is one of the hottest trends in the “pet” industry. It’s rare for a small animal practice not to be presented, at least occasionally, with a question regarding a problem with a pet chicken. Since most problems are the result of deficiencies in husbandry, a review of backyard poultry medicine will begin with a review of all aspects of husbandry for this particular group of feathered friends.

Common Non-infectious Presentations: Many problems involving backyard chickens have nothing to do with infectious disease. Nutrition, habitat, predators, etc. are frequently the cause of clinical presentations. The most common situations are presented here.

Common Diseases and Therapeutics: The most common infectious problems in backyard chickens, and, where applicable, appropriate therapeutics, are reviewed. An emphasis on prevention is included.

Practical Zoonotic Awareness: One of the biggest fears among individuals involved with backyard poultry is the threat they perceive chickens pose to the human population. The real as well as the rare potential is discussed.

Grow Your Client Services Skills

Wendy S. Myers

Thursday, September 24, 8:30 am - 4:15 pm

Have receptionist speak with confidence From triple-espresso phone greetings to “please hold—click,” your reception team needs to deliver five-star service no matter how busy the day gets. Their ability to be both friendly and efficient directly impacts client satisfaction and retention. What you’ll learn: • Refreshing phone skills to deliver five-star service daily, from greetings to placing callers on hold • Efficiently scheduling exams in less than 3 minutes • Confirming appointments and surgeries to improve on-time arrivals • Juggling answering the phone while serving visiting clients • Transferring calls and taking messages • Politely wrapping up conversations with chatty clients and handling difficult callers

Secrets to Effective Scheduling How long are clients willing to wait? The answer is 15 minutes, according to a study of 10,000 human medicine patients interviewed by the National Research Corporation of Lincoln, Nebraska. Beyond that, if another 15 minutes passes without an explanation, patients say they would be angry and some would leave. Likewise, veterinary practices risk losing their clients if wait times exceed expectations. Unlike physicians’ offices, veterinary clinics must see patients for preventive care, illness, surgery and emergencies—all in the same day. The schedule can easily spiral out of control without an organized and efficient system for scheduling patients. What you’ll learn: • Choosing the right appointment length based on the reason for the visit • Using urgent care slots to be able to see sick patients on the same day • Scheduling methods to keep doctors on time and reduce wait times for clients • Managing emergencies and work-ins • Using a surgical and dental point system to schedule procedures

Creating Great First Impressions for New Clients To sustain a healthy, growing practice, a veterinary hospital needs 25 to 30 new clients per full-time doctor each month. Because the average bonding rate of new clients is 60%, your team needs to create powerful first impressions that keep clients coming back. Learn how to make new clients feel like family, from the scheduling phone call to checkout. What you’ll learn: • Phone tips to efficiently schedule new patient exams • Scheduling 30 minute exams for new clients to allow time for bonding • Providing welcome gifts and tours during the first visit • Following up with handwritten cards, phone calls and reminders to increase new client bonding rates • Tracking your sources of new clients so you make smart marketing decisions

4 Easy Steps to Turn Price Shoppers Into New Clients Did you know that new clients spend an average of \$200 on their first visits? A trained and confident receptionist could generate \$6,000 per month in new patient business. If you have three receptionists, that’s \$18,000 per month! Learn sales techniques that help you welcome more new patients, grow your practice and deliver needed veterinary care to more pets. You’ll learn how to: • Ask for callers’ and pets’ names to establish rapport and show your eagerness to have them become clients • Ask questions to determine needs because most callers just ask, “How much are shots?” • Present service before price so callers can make informed decisions and see why your hospital is the best choice for their pets’ care • Ask every caller to schedule the exam or surgery now—don’t let this opportunity slip from your fingers!

Equine - Geriatric & Neonatal Care
Mary Rose Paradis, DVM, MS, DACVIM (LAIM)
Sunday, September 27, 8 am - 3:45 pm

The Elderly Equine What is considered old for the horse? Does the older horse have different problems from that of the younger horse? How do owners make decisions on the quality of life in their older horses? These are questions that we will try to find answers to during this lecture.

Update on Pituitary Pars Intermedia Dysfunction Metabolic syndrome and Pituitary pars intermedia (PPID) are diseases that veterinarians deal with in the middle aged and older horses. This discussion will focus on the pathophysiology, diagnosis and treatment of these diseases.

What to expect when your horse turns 20 – Potpourri of geriatric problems Is the nutrition of the older horse different from that of the younger horse? Do older horses have different types of colic? What are the changes in dentition that can be seen in the older horse? Age affects all body systems in different ways. What are the most common musculoskeletal problems in the older horse? Do horses need reading glasses? Is cancer more prevalent in horses > 20 years of age? As people age they are at higher risk for cardiac, pulmonary and immune dysfunction. Does the older horse have a similar increased risk? Cases illustrating these problems will be discussed.

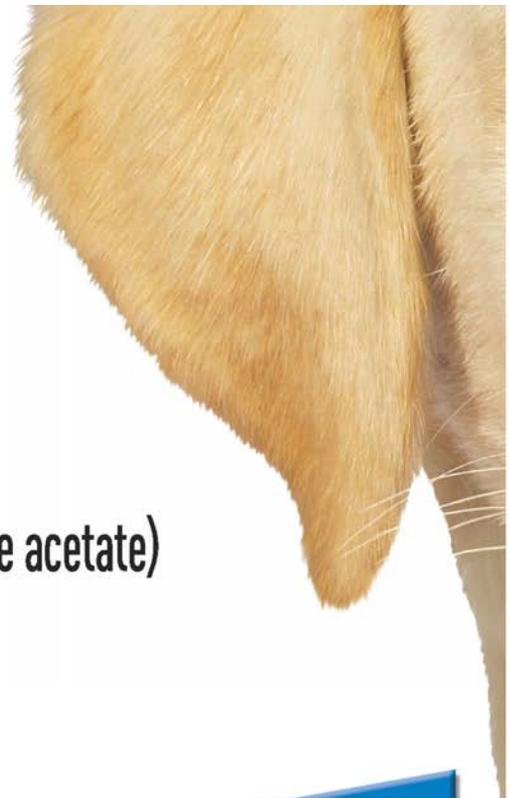
The Newborn Foal - The First 3 Hours Newborn foals must follow a specific timetable of behaviors at the very beginning of extra uterine life. Many problems can develop in the first 3 hours of life for the foal. Failure of passive transfer can set the foal up for sepsis, abnormalities in the neurologic system can manifest as a “dummy foal”, dysphagia may lead to aspiration pneumonia. This lecture will follow the foal through the necessary steps to a normal start and look at where things go wrong.

The Newborn Foal – The First Day This talk will continue with the previous one but go into more depth of preventable or treatable diseases.

The Newborn Foal – The First Week Some problems develop in the foal a little later in course of the early neonatal period. This lecture will follow up on the previous ones.

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Small Animal Dermatology
Edmund J. Rosser Jr., DVM, DACVD
Saturday, September 26, 8 am - 4:30 pm

Update on the Diagnosis and Treatment of Food Allergy in Dogs and Cats: Clinical presentations of food allergy in dogs and cats and discussion regarding the inability of Intradermal Testing and serum IgE testing to be useful in the diagnosis of this condition. Discussions on the use of both protein hydrolysate and home-cooked elimination diets as the necessary aids in the diagnosis and the diets used in the long-term management of food allergic dogs and cats.

Cutaneous Drug Reactions or “I Wouldn’t Have Seen It, If I Hadn’t Believed It”: This seminar will include the clinical presentations, diagnosis, and treatment of several of the more common Cutaneous Drug Reactions including vaccine reactions, cutaneous vasculitis, erythema multiforme, toxic epidermal necrolysis, and drug induced pemphigus.

Diagnosis and Treatment of Atopic Dermatitis and Allergen-Specific Immunotherapy: Etiology of Atopic Dermatitis and presentation of clinical signs, and use of the “history” as the gold standard in diagnosis. Discussions of both the strengths and weaknesses of Intradermal Testing vs. Serum Testing and how to use these tests in the treatment of these dogs using Allergen-specific Immunotherapy injections.

Alopecia-X or “We All Know It When We See It, But What Is It Really?”: This session will introduce the term “Alopecia-X” as it relates to a variety of described, but poorly understood skin diseases including: Growth Hormone Responsive Dermatitis, Castration Responsive Dermatitis, Woolly Syndrome, Adrenal Hyperplasia-Like Syndrome, Lysodren Responsive Dermatitis, Trilostane Responsive Dermatitis, and Melatonin Responsive Dermatitis with clinical case material to be presented.

Seasonal Flank Alopecia: Clinical case material will be used to review the most recent information on the clinical presentations, diagnosis, and treatment of Seasonal Flank Alopecia.

Small Animal Dermatology
Edmund J. Rosser Jr., DVM, DACVD
Sunday, September 27, 8 am - 3:45pm

Differential Diagnosis of Feline Pruritus: The session will begin with the clinical presentations and differential diagnoses for the various causes of the “Feline Miliary Dermatitis” cutaneous reaction pattern as well as the “Feline Symmetrical Alopecia” cutaneous reaction pattern, with an emphasis on the presentation of clinical case material, followed by the diagnostic procedures used in establishing a definitive diagnosis of these diseases, and will conclude with the treatment protocols used to manage and control these diseases.

Feline Eosinophilic Granuloma Complex: This seminar will use clinical case material to review the presentations of the Eosinophilic Ulcer (Rodent Ulcer), Eosinophilic Plaque, and Linear Granuloma. This will be followed by the use of a systematic approach to establish the underlying diagnosis in this often frustrating skin conditions in cats and the appropriate treatments needed in each instance.

Feline Paraneoplastic Alopecia and Feline Thymoma-Associated Exfoliative Dermatitis: This seminar will discuss the pathophysiology, clinical presentation, and diagnosis of these relatively new and unique cutaneous skin reactions associated with severe and life-threatening underlying disease processes.

Diagnosis and Treatment of Dermatophytosis (Ringworm) in Dogs and Cats: This seminar will begin with a discussion of the various causes of dermatophytosis including the various reservoirs of infection and the zoonotic potential of these fungi. This will be followed by the clinical presentations, diagnosis, and various treatment options for dermatophytes in dogs and cats.

Malassezia Dermatitis: Clinical case material will be used to review the most recent information on the clinical presentations, diagnosis, and treatment of Malassezia Dermatitis in dogs.

Diagnosis and Treatment of Sebaceous Adenitis and Symmetrical Lupoid Onychodystrophy: Clinical case material will be used to review the most recent information on the clinical presentations, diagnosis, and treatment of both Sebaceous Adenitis and Symmetrical Lupoid Onychodystrophy.

Nutrition Topics for Techs
Ann Wortinger, BIS, LVT, VTS (ECC, SAIM, Nutrition)
Saturday, September 26, 8 am - 4:30 pm

Nutritional Support: When putting food in the cage isn’t enough With all the advances in veterinary medicine, do we still need to pay attention to nutrition? Nutrition is more than just a source of calories for fuel to run the machine. Learn how the best medicine and surgical techniques can’t overcome poor nutrition and how excellent nutrition can provide the best outcome for our patients.

The Ins and Outs of Feeding Tubes: With the wide array of feeding tubes available and the multiple options for placement, how do you decide which tube is best for which animal and which problem? Learn the differences between the various tube types, placement options and diet considerations.

Nutrition Myths: Busting nutrition myths! While not as messy as on TV, we’ll address 4 common nutrition myths,

and look at the truth behind them. Meat by-products are inferior in quality compared to whole meat in a diet... Feeding trials are not necessary... Pet food preservatives are bad... Corn is just a filler...

Raw Food Diets: As with most fad diets, raw food diets proposes to offer a cure for everything since domestication for our patients. How much of the information our clients are receiving is based on scientific fact? This will provide some of the common “facts” and offer a scientific rebuttal to them.

Cats, Crisis, Zoonosis and Chickens

Ann Wortinger, BIS, LVT, VTS (ECC, SAIM, Nutrition)

Sunday, September 27, 8 am - 3:45 pm

Cats: Feeding requirements for an Obligate Carnivore We all know that cats are not small dogs, but what exactly makes them so different? Cats are the ultimate specialists, we'll look at their unique metabolic adaptations to a carnivorous diet and how that affects how we treat and feed them.

Counseling Clients in Crisis: Technicians are often on the front lines when dealing with upset clients. Learn the different relationship types clients have with their pets, how this affects the ways in which we deal with them and how best to defuse a volatile situation.

Zoonosis: What is all the fuss about? What exactly is a zoonotic disease and where do they come from? We'll cover common veterinary zoonotic diseases including mode of infection, signs at presentation and methods of prevention allowing you to become better informed and provide important information to your clients.

Backyard Chickens: Urban chickens are becoming more and more popular in many communities across the country. Because these birds are viewed as pets and not food, their owners often seek out veterinary care when they are sick or injured. Are you prepared to work with chickens? Learn what is essential when handling and treating these backyard fowl.

Speaker Biographies

Alison Clode, DVM, DACVO is a native of Spokane, Washington, and completed her undergraduate studies at the University of Puget Sound in Tacoma, Washington. She obtained her veterinary degree from Washington State University in 2003, following which she completed a one-year small animal medical and surgical internship at Colorado State University. Her residency training in comparative veterinary ophthalmology was completed at North Carolina State University in 2007; she achieved Diplomate status in the American College of Veterinary Ophthalmologists (ACVO) that same year. Dr. Clode served on the NCSU faculty from 2007 to 2014, and played a vital role in developing and running the first university ophthalmology service specifically dedicated to Equine Ophthalmology within the US. She is currently practicing small animal ophthalmology at Port City Veterinary Referral Hospital, in Portsmouth, New Hampshire, and equine ophthalmology at New England Equine Medical and Surgical Center, in Dover, New Hampshire. She has authored multiple research publications and book chapters, and has lectured extensively in the US and abroad, on both equine and small animal ophthalmology topics.

Susan P. Cohen, DSW has been called a pioneer in the fields of pet loss and human-animal interaction. Since 1982 Dr. Cohen has helped pet lovers make decisions about the illness of their pets. She developed the first-ever Pet Loss Support Group and began an animal assisted activity program that took the then-unusual form of having volunteers work with their own pets. She originated many training programs for workers in the veterinary and social service fields, and she has been a field instructor for several schools of social work. She has written several book chapters and scholarly articles on social work and the human-animal bond. These days she consults with veterinary practices on client relations and compassion fatigue and teaches online graduate courses for veterinarians and animal protection professionals. She also lectures and gives interviews to media such as The New York Times and Oprah Winfrey. In addition she is Chairperson of SWAHAB (Social Workers Advancing the Human-Animal Bond), the first such committee of the National Association of Social Workers.

Gigi Davidson, BSPH, DICVP is currently the Director of Clinical Pharmacy Services at the North Carolina State University College of Veterinary Medicine where she has been practicing veterinary pharmacy for the last 32 years. Ms. Davidson received her BS in Pharmacy from The University of North Carolina at Chapel Hill in 1983 and subsequently was awarded Diplomate status in the International College of Veterinary Pharmacy in 2001. She was inducted into the Phi Zeta Honor Society in 2006 as an honorary member for distinguished advancement of veterinary science. Gigi is a past President of the Society of Veterinary Hospital Pharmacists and currently serves as the Government and Regulatory Affairs Liaison for that organization. Ms. Davidson is the Chair of the United States Pharmacopeia Compounding Expert Committee for the 2010-2015 Cycle, and is the 2010-2015 recipient of the USP Beal Award for distinguished volunteer service in healthcare standards setting, USP's highest honor. Ms. Davidson is also a member of the FDA Pharmacy Compounding Advisory Committee which establishes lists of acceptable compounded substances as mandated by the 2013 Drug Quality and Security Act. Ms. Davidson is the author of the Veterinary Drug Handbook: Client Information Edition and has authored several textbooks and on-line continuing education programs for pharmacy students and practicing pharmacists. Ms. Davidson has many publications in peer-reviewed scientific journals and her primary area of research interest is quality, stability, safety, efficacy and disposition of compounded preparations in non-human species.

Michael Dryden, DVM, MS, PhD, DACVM is a University Distinguished Professor of Veterinary Parasitology, in the Department of Diagnostic Medicine and Pathobiology at Kansas State University. He received his DVM from Kansas State University College of Veterinary Medicine in 1984, spent 2.5 years in private practice and received his M.S. & Ph.D. in Veterinary Parasitology from Purdue University. Dr. Dryden is the author or co-author of over 125 journal articles, 8 book chapters and over 100 presentations at scientific meetings. He has lectured in 22 countries, presenting over 850 invited seminars at national and international meetings. Current research efforts are directed towards flea and tick biology and control and diagnosis & control of gastrointestinal parasites. He has received numerous awards for his teaching, research and service to the veterinary profession.

Bash Halow, BA, CVPM, LVT is a graduate of the College of William and Mary, a Certified Veterinary Practice Manager and a Licensed Veterinary Technician. As a partner with Halow Tassava Consulting and a veteran practice manager with more than 16 years of experience, Mr. Halow has helped dozens of veterinary hospitals understand how to build stronger teams and responsibly and ethically grow their businesses. He is a frequent contributor to Veterinary Economics and DVM 360 and is a member of the editorial advisory board for Firstline Veterinary Management Magazine. His blog, found on the halowtassava.com, reaches a worldwide audience. He is a member of the American Animal Hospital Association, the PVMA, founder and member of the New Jersey Veterinary Hospital Management Association, founder of the Big Apple Veterinary Management Association in New York City, and sits on the Innovation Committee for the Veterinary Hospital Managers Association of which he is also a member. Mr. Halow was the 2013 recipient of the Pennsylvania Veterinary Medical Association's President's Award for inspirational and critical practice management education.

Don J. Harris, DVM graduated from Louisiana State University in 1980 and is the owner and founder of an avian & exotics practice in Miami, Florida, the Avian & Exotic Animal Medical Center. He is a Past President of the International Association of Avian Veterinarians and a Past President of the South Florida VMA. Dr. Harris was the former Exotics Coordinator for the North American Veterinary Conference and Dr. Harris was on the Board of Directors of the North American Veterinary Conference from 2000-2007 and served as President in 2008. He received the Speaker of the Year award, Exotics at the NAVC in 1997. Dr. Harris is a frequent contributor to various veterinary publications and a frequent speaker at local and international conferences. His most important honor to date: Adam's dad.

Betsy Hensley, CVT is the current Massachusetts Veterinary Technician Association Recording Secretary. She began her career in veterinary medicine at a general practice in 1990. Since then, she has had the privilege of working in some of the most progressive veterinary practices across the country including Adobe Animal Hospital, IVG and most recently Tufts at Tech Community Veterinary Clinic where she is the Clinic Supervisor. In her current role she trains both Veterinary and Veterinary assistant students essential lab, technical and client communication skills in a teaching hospital. She has a passion for proper laboratory technique, continuous learning and attends national conferences annually. She resides in Chelmsford, MA with her two legged and four legged family.

Wendy S. Myers owns Communication Solutions for Veterinarians in Denver, Colorado. Her consulting firm helps teams improve client service, communication skills and compliance. Communication Solutions for Veterinarians has provided phone-skills training to more than 4,500 veterinary teams in the United States and Canada. Wendy offers monthly CE credit webinars. She is the author of five books and five videos. 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 American Animal Hospital Association's Veterinary Management School. She has cats named Opus and Caymus.

Robert T. O'Brien, DVM, MS, DACVR earned his veterinary degree from the Ohio State University and completed an internship and an imaging residency at the University of Pennsylvania. Previously he was on faculty at the University of Wisconsin and Kansas State University. Dr. O'Brien's primary clinical and research focus is finding ways to CT image emergency and critical care animal patients that may be too sick to anesthetize safely. He currently has research projects that involve the imaging of horse, cat and dog patients. He developed a new device called the "VetMouseTrapTM." This Plexiglas tube securely encloses a cat or small dog so that it can be imaged with our high-speed spiral CT without needing to be anesthetized.

Anthony Pease, DVM, MS, DACVR graduated from the Virginia-Maryland Regional College of Veterinary Medicine in 1999. He then participated in a large-animal surgical and medicine internship at Marion DuPont Scott Equine Medical Center in 2000, as well as obtaining his MS in veterinary medicine. In 2001, Dr. Pease completed a small-animal internship rotation at the Affiliated Veterinary Specialists in Maitland, Florida. He then completed a 3-year residency program in diagnostic imaging at Cornell University and was board-certified by the American College of Veterinary Radiology in 2005. Dr. Pease has lectured extensively on various aspects of diagnostic imaging, with specific interest in interventional ultrasound techniques and MRI. He is currently the head of veterinary diagnostic imaging at Michigan State University.

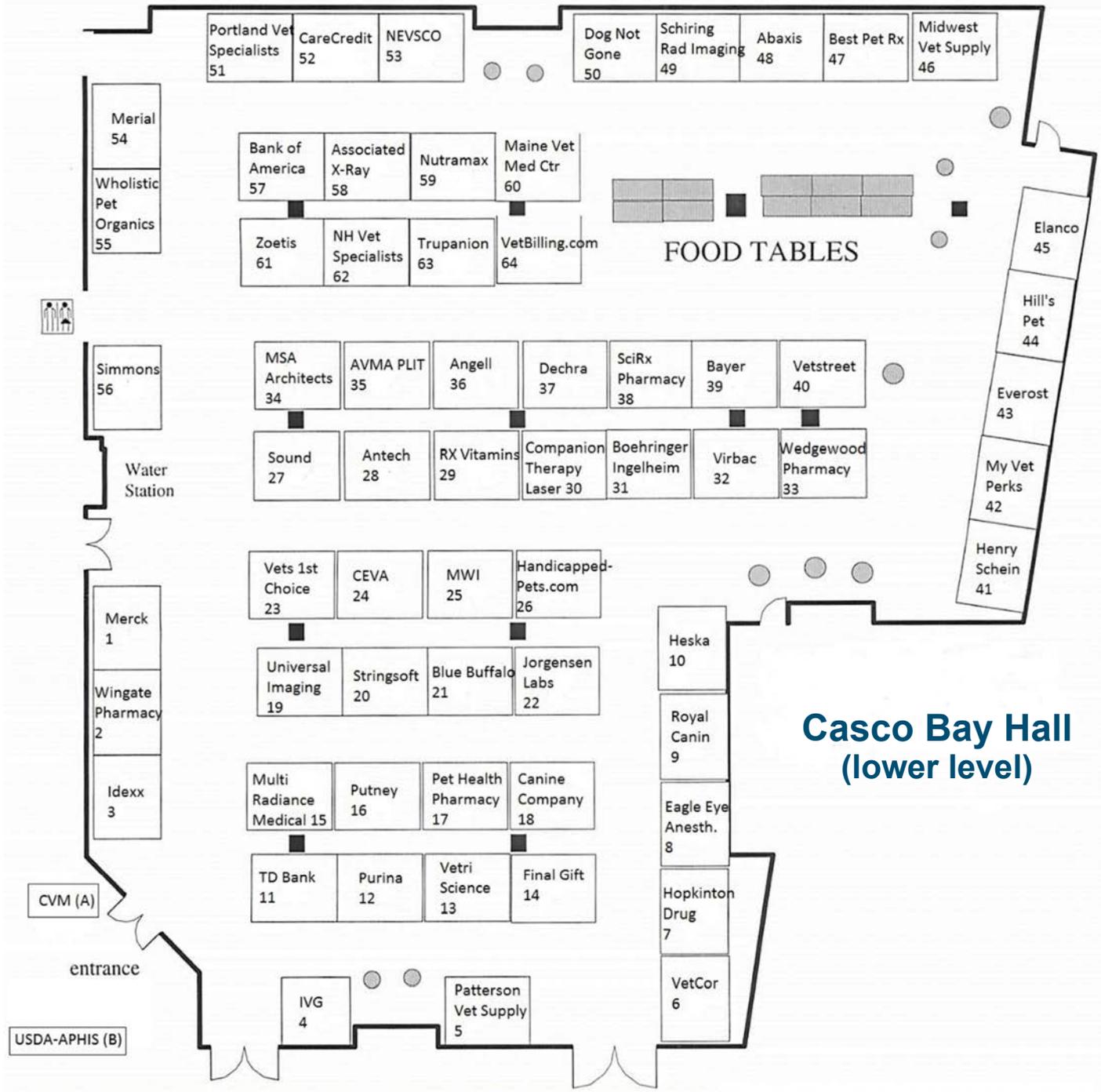
Mary Rose Paradis, DVM, MS, DACVIM (LAIM) is a 1978 graduate of the School of Veterinary Medicine at the University of Georgia. Post graduation, she completed an internship, 1 year of residency and a Master of Science at Washington State University and finished a second year of residency at Michigan State University. After 2 years of private equine practice on Long Island, NY, she joined the faculty of School of Veterinary Medicine at Tufts University in 1983. She became board Certified in Internal Medicine in 1985. Dr. Paradis has trained 25 residents and 25 interns in large animal internal medicine. She has acted as faculty mentor and thesis advisor for 10 NIH Research veterinary students and 14 Dorothy Havemeyer Post-Doctoral Fellows. She received the Norton Teaching Award and was inducted into the inaugural class of the Faculty Hall of Fame by alumni of the Cummings School of Veterinary Medicine at Tufts University as someone that contributed substantially to their education. Most of Dr. Paradis' research has been centered on clinical studies of the horse at the 2 extremes of age – the neonate and the geriatric horse. She is the author or co-author of 44 peer-reviewed papers and 34 book chapters. She had the privilege of publishing a text book– Equine Neonatal Medicine – A Case Based Approach.

Edmund J. Rosser Jr., DVM, DACVD received his DVM degree from Cornell University in 1976 and then spent 4 years in general practice before completing a Residency in Dermatology at the University of California at Davis in 1982. He is a Diplomate of the American College of Veterinary Dermatology and has been a member of the faculty at Michigan State University since 1983 where he is currently a Full Professor and Head of Dermatology, and the Specialty Section Chief. He has been awarded the Norden Distinguished Teacher of the Year Award and has been the recipient of the Student Chapter of the American Veterinary Medical Association (SCAVMA) Excellence in Teaching Award on three occasions. Most recently, Dr. Rosser was the recipient of the 2009 American College of Veterinary Dermatology (ACVD) Award of Excellence for Outstanding Contributions to Science and Education. Dr. Rosser is the author of over 70 book chapters and journal articles in the field of veterinary dermatology and he has presented over 200 seminars at the local, regional, national, and international level to both veterinarians and veterinary technicians. Dr. Rosser's special interests are in the field of food allergy and atopic dermatitis.

Ezra J Steinberg, VMD, DACVS grew up in Goshen, NY. He completed his undergraduate education with a BA from Wesleyan University in Neuroscience and Behavior. He then graduated from the University of Pennsylvania School of Veterinary Medicine in 2006. After completing a rotating internship in medicine and surgery at the Oradell Animal Hospital in Paramus, NJ, he then returned to UPenn to complete a residency in small animal. He received his board certification in small animal surgery in 2011 and is a member of the American College of Veterinary Surgeons and the Veterinary Orthopedic Society. Dr. Steinberg has served as an instructor at the Penn Annual Conference and held a position teaching in the small animal surgery course to veterinary students at UPenn. He has lectured internationally on the subject of Tibial Tuberosity Advancement (TTA) for treatment of cranial cruciate ligament rupture in dogs and is published in the Journal of Small Animal Practice and the Journal of the American Animal Hospital Association. He was part of a pilot study on TTA2, a modification of the technique which is gaining in popularity. His professional interests include minimally invasive surgery, wound management utilizing Vacuum Assisted Closure, and TPLO/TTA. In his free time, he enjoys exploring the outdoors with his wife (Dr. Green) and his yellow labs Wesley and Sawyer.

Ann Wortinger BIS, LVT, VTS (ECC, SAIM, Nutrition) is a 1983 graduate of Michigan State University, and got her specialty certification in Emergency/ Critical Care in 2000, in Small Animal Internal Medicine in 2008 and in Nutrition in 2013. She has worked in general, emergency, specialty practice and education. She is currently Hospital Administrator for the Affiliated Veterinary Emergency Service in Allen Park, Michigan. Ann is active in her state, national and specialty organizations, serving as a mentor and on a variety of committees and positions. She has over 40 published articles in various professional magazines as well as book chapters and a Nutrition book for veterinary technicians.

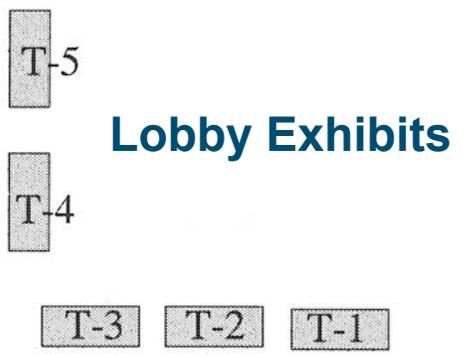
Exhibit Hall Friday & Saturday



Casco Bay Hall (lower level)

Exhibit Hours

Friday 12 noon - 5:30pm
 Saturday 7:00am-4:00pm



2015 NEVC Exhibitors

Collect 55 stamps from the exhibitors on Friday and Saturday and receive a \$25 gift certificate towards next year's conference and be entered to win a \$100 Visa Gift card or free registration to next year's conference.

See your registration folder for the vendor visit stamp sheet.

48	Abaxis	25	MWI/SECUROS
36	Angell Animal Medical Center	42	My Vet Perks
28	Antech Diagnostics	53	NEVSCO
58	Associated X-Ray Imaging	62	New Hampshire Veterinary Specialists
35	AVMA PLIT	59	Nutramax Laboratories
57	Bank of America Practice Solutions	5	Patterson Veterinary Supply
39	Bayer Animal Health	17	Pet Health Pharmacy
47	Best Pet Rx	51	Portland Veterinary Specialists
21	Blue Buffalo Co.	T-3	PS Broker
31	Boehringer Ingelheim Vetmedica	12	Purina ProPlan Veterinary Diets
18	Canine Company	16	Putney
52	CareCredit	T-4	Roadrunner Pharmacy
24	Ceva Animal Health	9	Royal Canin USA
A	Christian Veterinary Mission	29	Rx Vitamins
30	Companion Therapy Laser	49	Schiring Radiographic Imaging
37	Dechra Veterinary Products	38	SciRx Pharmacy
50	Dog Not Gone	56	Simmons Northeast
8	Eagle Eye Anesthesia	27	Sound
45	Elanco Animal Health	20	Stringsoft
43	Everost	11	TD Bank
T-2	Ezee~Visit Pet Vet Mat	63	Trupanion
14	Final Gift Pet Cremation Services	19	Universal Imaging, Inc.
T-5	Forget-Me-Not Pet Crematory Services	B	USDA-APHIS Veterinary Services
26	HandicappedPets.com	64	VetBilling.com
41	Henry Schein Animal Health	6	VetCor
10	Heska Corporation	13	VetriScience
44	Hill's Pet Nutrition	23	Vets First Choice
7	Hopkinton Drug	40	Vetstreet
3	Idexx Laboratories	32	Virbac
4	IVG Hospitals	T-1	VSTONE (Veterinary Scholarship Trust of New England)
22	Jorgensen Laboratories	33	Wedgewood Pharmacy
60	Maine Veterinary Medical Center	55	Wholistic Pet Organics
1	Merck Animal Health	2	Wingate's Pharmacy, Inc.
54	Merial Ltd.	61	Zoetis
46	Midwest Veterinary Supply		
34	MSA Architects		
15	Multi Radiance Medical		

Conference Information

- Dates:** Thursday, September 24 - Sunday, September 27, 2015
- Parking:** Parking at the hotel is \$5/day for attendees not staying overnight at the hotel and is available on a first come, first served basis. Overnight guests of the Holiday Inn - \$10/night.
- Meals:** Continental breakfast, lunch and AM/PM breaks each day for attendees registered for classes on that day.
- C.E. Credits:** 7 credit hours per day Saturday and Sunday. Credits vary on Thursday & Friday depending on the session/lab. Your CE certificate is included in your folder.
- Exhibit Hall:** Friday, September 25, 12 noon—5:30 pm and Saturday, September 26, 7 am-3:30 pm.. Some exhibitors will be available Sunday, September 27 from 7:30am-12:30pm
- Family/Guests:** Guests must be registered and have a name tag to be included in meals and to visit the exhibit hall. The \$30 guest fee covers breakfast and lunch on days you are registered for classes, as well as entry to the exhibit hall. Guests may not attend educational sessions.
- Proceedings:** Proceedings on USB thumb drive are included with registration. A limited number of printed proceedings are available for \$60.
- Annual Meeting:** 11:30 am on Sunday, Sept. 27 in the Casco Bay Hall
- Questions:** Please visit the registration desk in the Foyer.

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