

WRVMA Newsletter

FALL 2015



Former Employee Theft



Your **PATIENT FILES**
have been compromised.
Your attention is required.

Action

Ignore

Help

Emergency 24/7



What's NEW at ASC?

- We welcome **Karen Oberthaler**, VMD, DACVIM-Oncology to our Oncology Department.
- We also welcome our two new surgeons **Kendra Hearon**, VMD, DACVS, Fellow of Surgical Oncology and **Cara Blake**, DVM, DACVS joining **Jennifer Bonczynski**, DVM, DACVS.

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7 Smart Steps to Protect Against Electronic Sabotage by Former Employees

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Emergency 24/7

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What's NEW at KBVC?

- *Ophthalmology is back Full Time! We welcome **Corey Schmidt, DVM**, (practice limited to diseases of the animal eye)!*
- *Welcome our new surgeon **Thomas Monaco, DVM, DACVS** joining **Joseph Palamara, DVM**, (practice limited to surgery).*
- *Also welcome **Alexandra Sahara-Andrews, DVM, DACVIM (Oncology)**, our new full time oncologist at KBVC, joining **Drs. Gill & Bergman**.*
- *Clinical studies in: feline anemia, canine MCT, T-cell lymphoma & canine osteosarcoma vaccine (OSA).*

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Ask TekCollect

NYSVMS Affinity Partner for Accounts Receivable Management, TekCollect, works with NYSVMS members across the state to optimize their internal accounting practices, limit and control delinquencies, and improve positive cash flow for the long-term, all while maximizing client retention. Here, TekCollect answers some of our member's most pressing A/R questions.

Q: My practice has a small staff but we are very busy. We aren't keeping up with our delinquent client accounts because we simply don't have time. What to do?

– Strained Staff,
Madison County

A: Great question! Most veterinary practices operate with a lean, skilled staff that handles a good deal of client/patient interactions in addition to their administrative work load. As a result, your staff are faced with daily challenges—choosing the best way to manage their time while handling the critical tasks that must be done each day to keep your practice running. Additionally, as doctors, you are out making house calls, running busy hospitals, and generally immersed in the treatment and rehabilitation of your animal patients. Meanwhile, your untouched A/R is becoming a serious issue. The best way to handle this is simply to outsource it to a trusted third party. Why?

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# VETERINARY BILL PAYMENT FORM



team—approaching a grieving client about their bill after a pet’s death is probably the last thing you feel comfortable doing. Client relationships are one of the most important facets of your practice, so retaining a client—even through a debt situation—is critical. Luckily, there are now programs available that focus on early intervention, meaning your clients are contacted within 30-60 days after becoming delinquent. Communication is friendly and customer service-focused, giving your clients a chance to honor their financial obligation without feeling hassled or ashamed. Most importantly, it takes you out of the collection business—clients are paying their bills earlier, remaining productive members of your practice, and you’re recapturing your deserved income.

**Q: Aren’t write offs simply the cost of doing business? I never looked at how much new business I need to**

- *It keeps your staff focused on your important operations and client interactions.* You hired experts in their chosen fields – consider the same for your A/R.
- *A third party is trained in the latest laws and strategies to best return your funds.* If your admin team is not versed in the laws as they change, their contacts

to your clients could be cause for litigation.

- *As a veterinarian, you can concentrate your efforts on patient care,* rather than business minutiae. Many of our clients admit to being better vets than business people – and that’s ok! Find a trusted source for your cash flow management and rest easy.

**Q: I’m worried about upsetting the clients who are slow to pay, but some of them are beginning to rack up tabs with my practice. Advice?**

**– Feeling Awkward, Orange County**

**A:** Oftentimes, your slow paying clients pose more than just a time drain for you and your



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**bring in to offset my losses but perhaps I should?**

**– Write Or Wrong, Niagara County**

**A:** Our clients are discovering that write offs can become a thing of the past—with the right cash flow management partner. Let's look at it this way: Say you were to write off \$20,000 for 2014. In order to recuperate that loss, you would need to bring in \$200,000 of additional business—just to break even! Many practices do not realize the true cost of a write off in terms of overall business health. Now, instead of writing off that original sum, what if you invest a small percentage of that into an A/R management system that could bring in more than 60% of that income for a fee that typically costs less than 5%? There are programs available that fit businesses of every size, with easy to use software and real time reporting. Veterinarians who use our services are reporting

a 75% boost in their A/R, with the majority of their funds collected within 90 days of account placement. So before you get to the end of your calendar year, start making plans to re-capture your lost income, rather than write it off. Your practice, your staff, and your bottom line will thank you for it. 🐾

**Tim Olesky, Division Vice President, TekCollect**

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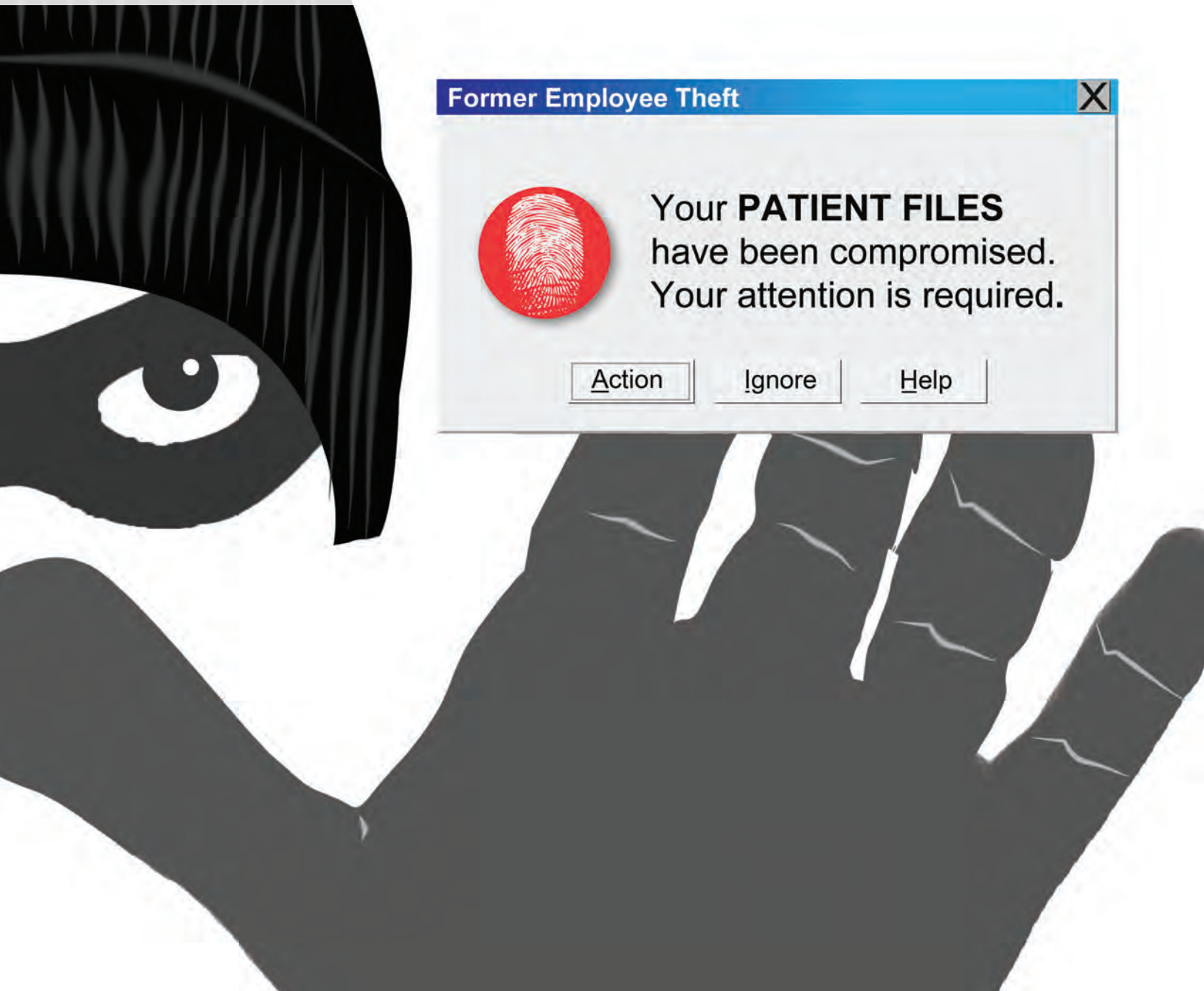
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# 7 SMART STEPS TO PROTECT AGAINST ELECTRONIC SABOTAGE BY FORMER EMPLOYEES



Former Employee Theft



Your **PATIENT FILES**  
have been compromised.  
Your attention is required.

Action

Ignore

Help



Not all terminated employees go quietly. Some rant and rave about unfairness. Others plead for a second chance. But, others will resort to e-retaliation.

Just a few taps on the keyboard by a vengeful former employee can cause crippling damage to your workplace.

More than 35% of senior IT professionals believe competitors have gained access to their company's highly sensitive information, according to a survey by security software from Cyber-Ark. And those IT pros believe disgruntled former workers were the culprits in more than a third of those electronic break-ins.

Being fired can bring out the worst in the best of people. Hard as it is to believe that any of your staff would be saboteurs, it pays to err on the side of caution.

Here are seven tips to help prevent a disaster:

1. **Ensure the firing isn't a surprise, whenever possible.** One that comes as a shock will cause more anger than one preceded by warnings, progressive discipline and counseling.
2. **Revoke the employee's network access** and invalidate passwords before the termination meeting.
3. **Carry out the termination in a neutral location** such as a conference room. Reason: If you terminate the employee in his or her own workspace, he or she could immediately sabotage the company's network or files.
4. **Keep an eye on employees while they collect their belongings.** Don't leave them alone in their workspace unless you've already taken steps to prevent copying, deleting or infecting important and confidential files.



5. **Don't let a terminated employee bring home company-owned devices.**

If an employee claims to have personal information saved on company equipment, require him or her to copy the files while on site and under management supervision. Then, before the employee leaves, have IT inspect the equipment to make sure no other files other than personal ones have been accessed.

6. **Require remaining employees to change their passwords** following the termination of a co-worker.

Remind employees of these additional security measures:

- Keep passwords secret. Do not willingly share them with anyone other than IT.
- Log out of the network when away from your desk.
- Create passwords that are hard to decipher. Don't use your child's name or any other personal information

that your colleagues may know. Use a combination of letters, numbers and symbols.

7. **Offer terminated employees a helping hand**, such as outplacement services. A kind gesture can go a long way in diffusing the anger that could cause electronic sabotage. 🐾

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## Firing IT supervisors requires special security measures

IT might be entrusted with managing the company's electronic security, but they shouldn't be above suspicion in cases of e-sabotage.

Small employers occasionally find that when terminating an IT manager, no one else knows how to disable his or her access to the company's network.

Solution: Engage an IT consultant to handle this. He or she can look for and shut down remote access and back doors that the manager may have installed.

Upon the termination, consider not allowing the IT employee access to any computers or company-issued devices until your IT consultant has secured everything.

# How To Create A Workplace Where You Would Love to Work

**“My vision is to create a world I want to live in.”  
— Peter Bregman**

Peter Bregman, founder of the Bregman Leadership Institute said this at a recent (and amazing) leadership program.

While his vision deeply resonated with me on a personal level, I also found myself thinking about what a great message it would be when applied to the workplace.

### **Creating a workplace people would love**

More specifically:

What if every employee in every organization consciously acted in ways that embodied the kind of workplace they would love to work in? What if they intentionally treated their colleagues in ways that helped create the kind of workplace they would love to work in?”

Now let’s personalize this.

#### **What if YOU did that?**

What if you started each day with the intention of bringing your best self to work and consciously modeled the kinds of behaviors and ways of interacting that you would love to see in others where you work?

#### **Would you be willing to do that?**

If you want a more positive, respectful, human-friendly workplace, you don’t have to be the CEO of your company to help make that happen.

### **You can “be the change”**

Think about simple Moments of Truth that shape how enjoyable it is to work where you do. These include:

- *How people treat each other when they disagree.*
- *How people respond to feedback, especially from peers or subordinates.*
- *How people treat those in the organization with less power.*
- *Whether people take their commitments seriously.*
- *Whether people are willing to hold each other accountable for keeping their commitments and delivering what they promised when they promised.*
- *Whether people return emails and voice mails in a timely manner...or at all*
- *How people deal with a bad day; whether they take it out on others, or, do their best to not let it spill over into their interactions.*

These are just a few of the many Moments of Truth that influence the emotional climate of a workplace. Think about some of the other Moments of Truth that affect how happy you are at work. Then, reflect on how you would love to



see people act and treat each other when these occur.

This can be your guide, your “Lead by Example Personal Development Program.”

## The kind of workplace where I would love to work

When I think of my own experiences as an employee, I remember how frustrating and distressing it often was to see how people treated each other—especially those in subordinate positions.

Based on my experiences, here is part of my list of “Here’s the Kind of Place Where I Would Love to Work.” You can use this to jump-start your own list of what qualities and behaviors you would like to see more of, so that you can become more intentional about modeling them.

Here’s my partial list:

1. **When people are upset about something, they don’t use sarcasm, passive-aggressive behavior,** or other toxic behavior to express their displeasure. They talk directly with the person about it, and they do so in a respectful way. They also truly try to understand the other’s point of view.
2. **Managers are not careless with their position of power.** They don’t take liberties with people with less power, including talking to them in a condescending tone of voice or saying things they would never dare say to THEIR boss.
3. **Everybody recognizes that providing great internal customer service is not only critical** to the success of the organization, but also the only honorable thing to do.
4. **Managers at all levels respect employees as human beings** who have a right to have a personal life, not as machines whose only value is the output they create.
5. **Managers truly demonstrate a Servant Leader mindset vs. a User’s Mindset.** In other words, they aren’t only focused on extracting the most out of their employees, but they focus on how they can help their employees perform at their best. They also clearly have their employees’ best interests at heart.
6. **Employees treat their manager and their employer as valuable clients,** and try to provide as much value as possible to them.
7. **Every employee, from frontline to the most senior leader, has a small business owner’s mentality.** No task is beneath them or not in their job description. They demonstrate initiative and a willingness to go the extra mile, and are always focused on how they can provide more value.

think about this, do something with it. Then practice asking yourself, “*How can I model the qualities and behaviors I would love to see more of in my organization?*”

Then, look for opportunities to do just that. Look for opportunities to be the change.

After you’ve done this for a while and have walked your talk, share with others what you’ve been doing an invite them to examine how they can help create a workplace that they too would love to work in.🐾

*David Lee is the founder and principal of HumanNature@work and the creator of Stories That Change. He’s an internationally recognized authority on organizational and managerial practices that optimize employee performance, morale, and engagement.*

## Now, it’s your turn

Whether you write out your list or just do it mentally, don’t just



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## Register for NYS-VC Fall in Ithaca, October 16-18

Registration is still open for the 8<sup>th</sup> annual NYS-VC Fall at Cornell University College of Veterinary Medicine in Ithaca, Oct. 16-18. The fall conference, hosted by NYSVMS and Cornell University College of Veterinary Medicine, features sessions on oncology, companion animal

reproduction, exotic species, practical pharmacology, equine cardiology, antibiotic resistance, wound management and general care of pet pigs. This conference offers a multispecies and multitrack program with a dedicated veterinary technician track. Earn up to 24 hours of

continuing education credit!

Attend the Welcome Reception Friday night in the atrium with the exhibitors, which will include a silent auction and a Finger Lakes wine tasting. The NYS-VC Celebration dinner will be held on Saturday, Oct. 17, at Celebrations Banquet Facility,

hosted by NYSVMS and Cornell Alumni Association. NYSVMS and Cornell will honor their respective award winners.

A trade show featuring vendors dedicated to all aspects of veterinary practice will be offered from Friday evening through Sunday. 🐾

### Special thanks to the NYS-VC Fall sponsors:



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## Member Happenings

I hope that everyone had a great summer and did fun things, even if they had to work a lot, like I did.

Howard Gittelman travelled to Budapest and Prague. Fiamma Gomez has left WRVMA and has moved to Florida. We wish her well with her new endeavors.

Bob Weiner is proud to report that not only has his son, Eric, graduated from vet school and

is working in Syracuse, he is also a newlywed, having gotten married over Labor Day weekend! Congratulations Bob! It is such a happy occasion to end his summer after Bob had a fairly serious bicycle fall himself earlier in the summer. As Bob says himself, he's like a Phoenix, and he is back to 100%. Fortunately, his broken clavicle is doing just fine. And, like all of us, weeks off

work via the doctors, translated to only three days out of the office!!! We love you, Bob!!!

Once again I volunteered for the Hall of Veterinary Health at the NYS Fair up in Syracuse. I can't swear to it, but I believe I have gone every year since BEFORE I graduated vet school in 1987. High five to me. Once again, it was wonderful and I got to play with snakes and

the ultrasound machine!

I still am recruiting people to send me fun stuff to brag about. When else do you have an opportunity to do that? If you would like to be included in the next Member Happenings, please email me at: [drmo717@aol.com](mailto:drmo717@aol.com). Have a great fall season!

Dr. Mo 🐾

**Maureen Saunders, DVM**



# Important Phone Numbers and Contacts

## New York State Education Department

Board for Veterinary Medicine (518) 474-3817, Ext. 210  
License Registration/Renewals (518) 474-3817, Ext. 410  
Pre-registration (518) 474-3817, Ext. 250  
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## New York State Department of Health

Bureau of Narcotic Enforcement (866) 811-7957  
Communicable Disease Questions (518) 474-3186

## New York State Department of Agriculture and Markets

Rabies Lab (518) 869-4526  
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## Drug Enforcement Agency

New York State Division (800) 882-9539

## NYSVMS

Albany Headquarters (800) 876-9867

## NYSVMS Affinity Partners

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