

Iowa State – Wilson Online Veterinary Law & Ethics Course

RACE Approved For 15 Hours Of CE For Veterinarians

As of October 2011

Comments & Testimonials From People Who Have Completed the Course

1. Dear Jim, I am a mixed animal practitioner and literally think about some aspect of what I learned from the course on a daily basis. Records, drug law and negligence in particular. I agree with your statement in the online course that the One Health Initiative is an important step in the direction of preventing and managing all diseases including the zoonotic ones. For that reason, we veterinarians will become more linked to the human health arena in the future. As indicated in the course, this will force us to be ever more cautious when recording information about our clients' health comingled with that of our patients. I will be glad to talk to other Board members and tell them how much I enjoyed your course and how relevant and useful it will be as CE to improve the compliance and quality of veterinary medicine by our licensees. We have already decided to direct some licensees to take at least part of the course to help correct record keeping deficiencies. Thanks for allowing me to take the course. **Chris H. Runde, DVM, President, Maryland State Board of Veterinary Medical Examiners.** July 2011
2. Dr. Wilson, Thank you once again for affording me the opportunity to take your class. As an AAHA accredited practice, we follow your recommendations and put copies of pharmacy labels in the medical record. We also ask owners to sign the record copy as they are handed medications. We have had people deny receiving medications and demand refunds or free refills. Once we started the signatures this stopped. As a Maryland Board member, I obviously find the record keeping section of your course of great interest. We have seen cases where better records would have likely helped the veterinarian. I also found the section on how to behave when dealing with colleagues of great interest. In the course of reviewing state board cases, we have seen colleagues behave less than admirably toward their neighbors. I plan on using the knowledge gleaned from your course to help me in my practice as well as by becoming a more valuable Maryland State Veterinary Board member. **David Handel, DVM CVA CCRP Board Member, Maryland State Board of Veterinary Medical Examiners.** September 2011
3. This course was a great way to learn about the many things that can go wrong with a veterinary practice when staff members are not crossing their "t's" and dotting their "i's." I think that every person in the veterinary industry should be required to view the modules relating to medical records as well as the "Paw and Order" video so that we can hammer home the extreme importance and value of accurate record keeping and client communications. I found ALL of the information extremely useful for my position as Hospital Director. **Kim Burrus; Hospital Director at Cairo Animal Hospital. Highland Park, IL. VHMA CVPM Candidate** May-2011

4. What you don't know can hurt you, and will. Dr. Wilson's Veterinary Law and Ethics course is one of a kind and delivers valuable information no veterinary professional should be without. The material is presented with user friendly technology allowing you to pace the program to fit your learning style and schedule. Content is revealed with real world examples including veterinary case discussion, legal events, and historical news coverage along with handouts and various other presentation media to keep the course dynamic and engaging. **Michael Jerva, Practice Manager, Heart of Chelsea Animal Hospital, 257 West 18th Street, New York, NY 10011. VHMA CVPM Candidate** June 2011
5. Having worked as a manager of a multi doctor small animal practice in New York City for years, I've experienced an extremely diverse and creative cross section of clients, including some very well-educated and litigious members of our society. The world can be a brutal place regardless of your good natured personality and intent as a veterinarian. The knowledge and discussion provided in this course will prepare you to practice smart medicine, where your hard-earned license will be yours to keep. **Michael Jerva, Practice Manager, Heart of Chelsea Animal Hospital, 257 West 18th Street, New York, NY 10011. VHMA CVPM Candidate** July 2011
6. I am truly thankful that I had the opportunity to complete the online Veterinary Law and Ethics course that was offered by Iowa State University's College of Veterinary Medicine and Dr. James Wilson. I learned so much from each and every section of the course that I am now confident that when school is finished I will not only have the knowledge necessary for the diagnosis and treatment of diseases, I will also have the wisdom necessary to acquire a position as an associate veterinarian and the integrity and savvy necessary to build a strong client base with excellent staff and a profitable practice while serving as a valuable member of my community as well as the veterinary profession. **Cynthia Miller, 2nd year veterinary student, Mississippi State** May 2011
7. Having completed the online veterinary law and ethics course, I will never make a moral- ethical- legal decision in a vacuum. I now understand some of the complexities that my words and actions have on the lives of my clients and other veterinarians in my community as well as a better understanding of how *not* to proceed when tough moral, ethical and legal issues arise. I also learned that the first thing you do with an angry client is to listen and that it is not a bad thing to say that you are sorry. Additionally, I understand the value of "medical care plans" as opposed to "estimates." Best of all, I now I think I now know how to potentially motivate a bad client into becoming a better/good one and have notes and references to other resources that can be relied on in the future. **Cynthia Miller, 2nd year veterinary student, Mississippi State** May 2011
8. I completed the online law and ethics course during my sixth semester in the spring of 2011. I am a huge supporter of the program being in a video format online so that it could be started and stopped at my pace. Veterinary law and ethics is an important topic and unfortunately many students don't realize that. The content in all of the videos is well explained and the organization of the supplementary materials is superb. **Randall Trzaska, 6th semester student St. George's University student** April 2011
9. Hi Dr. Wilson, I finished the online course and I can't tell you enough how great it was! I thoroughly enjoyed the opportunity to pilot it for Washington State University and will be proactive and in communication with Dr. DeBowes and Dean Slinker to get this instilled in our curriculum. I thank you for this opportunity. I certainly learned a ton and feel so much better prepared for life in practice.

Great vision you have here. You're truly making a difference in our education. **Misti Nuxoll 2011 NVBMA Marketing Chair, Washington State University Vet Med Class of 2012** August 2011

10. The things I learned that will help me succeed personally and professionally as a result of new ideas or material in the course included the importance of keeping accurate and well documented records regarding all client communications, having a good lawyer, assuming personal and professional accountability for our actions, not burning bridges with colleagues and the value that a knowledge of veterinary law brings to anyone practicing in our profession. **Kristen Britton, 2012 NVBMA President, Washington State University Vet Med Class of 2013** September 2011
11. I found the section on ethics and etiquette very helpful in terms of keeping actions in perspective when dealing with both business and personal aspects of veterinary medicine. **Priya Desoyza, Cornell University CVM Class of 2012** June 2011
12. The contract module is extremely beneficial. I don't believe we as students are exposed to this material in any other setting or class in vet school. It also gives us a good starting point to have sufficient knowledge not to be intimidated when trying to further our education in this law and ethics subject matter on our own. Great course!! **Josh Barker, Mississippi State College of Veterinary Medicine Class of 2013** July 2011
13. Every module in this course is excellent and teaches or reinforces a very valuable principle. While we all know the importance of client communication and records, this course and the examples used in it, really drove this point home. Every veterinary student should complete this course prior to graduation. The knowledge and information it contains is invaluable not only to a student's future but also to protecting the profession and its reputation. **Ashley Craig, 2011 NVBMA President, Tuskegee University College of Veterinary Medicine Class of 2011** September 2011