



# Palm Beach Veterinary Society NEWS

**Palm Beach Veterinary Society, Inc**  
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## FALL 2023

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### Inside the Issue

- 2 PBVS Information
- 2 CE Schedule
- 7 The 411 On Veterinary Scribes
- 9 Relief Veterinarians
- 12 Classifieds

### NEXT MEETING DATE

**February 8, 2024**

### Location

Mayacoo Lakes  
Country Club

### Topic:

**The Laws & Rules  
Governing the Practice of  
Veterinary Medicine  
and Dispensing of  
Legend Drugs**

6:30-9:30 pm

Entry Fee: Free to 2024 Paid  
[www.pbvs.info/events](http://www.pbvs.info/events)

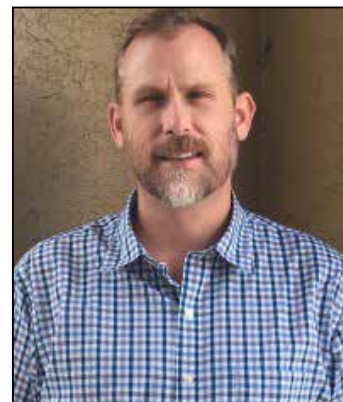
## Vet Society Members

Dear Palm Beach Vet Society Members,

What is the future of veterinary medical education? For the past several years, I have helped my alma mater, Louisiana State University, to review veterinary student applications. There have been a lot of changes since many of us spent hours toiling over our applications and the dreaded essays. Currently, there are 33 veterinary schools in the US with 3-5 more on the horizon to start accepting students in the next 5 years or less. The number of applicants has gone up, and so has the number of students enrolled in each class. Currently, some schools are enrolling an average of 130 students per year, with a goal of 200 students per year within the next 2 years. Lincoln Memorial, located in Tennessee, is planning on graduating 2 classes of students each year and is planning on adding a campus here in northern Florida soon. Unfortunately, in order to fill these positions, I feel that the standards for admission are going down. For example, the GRE is no longer required as part of the application process. Additionally, many schools are taking a "holistic" approach to reviewing applications, meaning that they are accepting students with GPA's below 3.0. Ultimately this approach is going to increase the number of students who might not be able to pass the NAVLE and will flood the job market with a large number of marginal veterinarians. Do we really need this many new veterinarians in the workforce? I will acknowledge that veterinary medicine can be challenging, and sometimes exhausting but do we really need a bunch of "warm bodies" to fill positions? Many of the new graduates are entering the workforce with unrealistic goals of not working nights, weekends, ER shifts, thinking that 32 hours is full time, and that they deserve every benefit under the sun. The days of \$100,000 signing bonuses are coming to an end soon, and as many more for-profit corporations buy up veterinary practices, this new group of DVMs is going to have to prove their worth.

Now to the credit of the veterinary colleges, some are revamping the curriculum to include teaching clinical skills in the first year. Additionally, many are using life size models to teach clinical procedures and working with other organizations to increase their surgical experience and competency prior to graduation. Gone are the days of only performing one spay by the time you graduate. The goal is to make these young veterinarians ready for the challenges of practice on the first day of their new career. Ultimately, this group of young veterinarians is going to need you to help mentor them along the path of their new career. They will need you to help give guidance on case management, client interaction, staffing challenges and maintaining a healthy work- life balance. We need to reflect on how we can mentor our new colleagues to the profession and stop the practice of "Sink or Swim". Are you up for the challenge?

Sincerely,  
Steve Simmons, DVM



Steve Simmons, DVM



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This newsletter is published bimonthly by  
*Palm Beach Veterinary Society, Inc.*  
P.O. Box 211655  
Royal Palm Beach, FL 33421

The PBVS newsletter is provided to PBVS members free of charge. **Membership is \$150.00 per calendar year.**

For more information about membership please contact: Dr. Leanne Browne-Feldman at [secretary@pbvs.info](mailto:secretary@pbvs.info) To advertise in this newsletter, please contact Dr. Karina Salvo at [vicepresident@pbvs.info](mailto:vicepresident@pbvs.info).

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Thank you for taking an interest in our organization. At Palm Beach Veterinary Society, we strive to help and unite veterinarians who are dedicated in providing the best Animal care.

As a society, we provide a forum for veterinarians to further assist in the exchange of professional business relations and promote the exchange of professional information.

If you are a veterinarian and are interested in joining our society, please fill out the 2016 membership form on the last page.

Membership cost for the year is \$150.00

Membership begins on January 1st and ends on December 31st

## YOUR 2024 MEMBERSHIP DUES DUE JANUARY 1, 2024

Membership is \$150 | [www.pbvs.info/membership](http://www.pbvs.info/membership)

### MEETING SCHEDULE - MARK YOUR CALENDAR

**February 8, 2024**

### The Laws & Rules Governing the Practice of Veterinary Medicine and Dispensing of Legend Drugs

Speaker: **Ed Bayo JD, Partner at Grossman, Furlow & Bayo**

3 hours of RACE CE credit

Cost: \$150 payable at the door for non-members,  
Free for 2024 paid members

Time: Buffet Dinner served at 6:00 pm

Lecture starts PROMPTLY at 6:30 pm

**Note: This satisfies the mandatory CE requirement for 2 hours of law & 1 hour of pharmacy for FL DVMs to renew their license in May 2024. Partial CE credit will NOT be given to those individuals who do not stay for the entire lecture**

**March 7, 2024**

### Use of SGLT2 Inhibitors to Manage Diabetic Cats

Speaker: **Dr. Donna Krochak, Professional Services Veterinarian with Boehringer-Ingelheim**

1 hour of RACE CE credit

Time: Buffet Dinner served at 6:30 pm, Lecture starts at 7:00 pm

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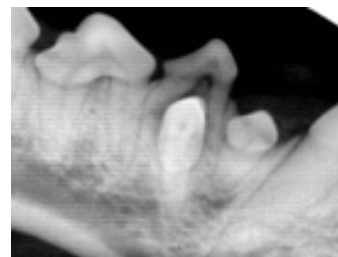
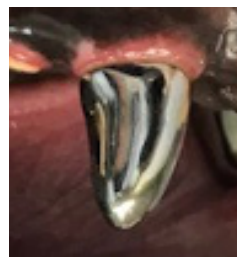
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# THE 411

## On Veterinary Scribes

December 2023 | Veterinary Practice News | By Keith Loria

Veterinarians and their teams have been facing tremendous strain due to an upsurge in demand coupled with a shortage of available talent. This situation has placed them under immense stress, and one major source of stress is the process of charting.

While charting is legally mandated and vital for maintaining continuity of care, it is far from enjoyable or productive. This task, not aligned with the core training of veterinarians, has a range of detrimental effects on their overall well-being.

After all, charting contributes to the lengthening of work hours, intensifies time constraints, and adds to the already heavy administrative load. Further, the accuracy of documentation can be a subject of debate, and all these tasks are often performed on unwieldy and cumbersome systems. This activity diverges from what veterinarians are trained for and contributes to the broader impact on their sense of well-being.

However, the process of charting, though crucial, can be efficiently delegated to professional scribes. This outsourcing of charting tasks can significantly alleviate the burdens associated with the process, allowing veterinarians to focus on their core responsibilities and ultimately contribute to their overall professional satisfaction and mental well-being.

### Types of scribes

Josh Noble, vice president of business development at ScribeAmerica, a Lancaster, Calif.-based company that provides scribes to hospitals and practices, says many veterinarians are practicing below license when put in front of the computer, not seeing pets, and talking with clients as much as they would like.

"What scribes are designed to do is to relieve the clerical burden of electronic record keeping and get veterinarians back to the bedside with the client and working at the top of their license," Noble says. "One of the main challenges we try to solve for is burnout, which is nothing new to vet medicine."

When it comes to scribes, Jacinthe Moreau, CEO and co-founder of VetScribe, a Los Angeles-based virtual veterinary scribing service, shares there are different models, ranging from in-person scribes present in the room, virtual scribes listening to the consultation, to strictly AI-based tools processing consultation exchanges.

"Whether in person or remote, scribes' responsibilities usually encompass note-taking and updating patient records," Moreau says.

### In the office

When it comes to in-person scribes, most of the job comes down to record keeping.

"The majority of vets these days have adopted an electronic record keeping system," Noble says. "With that, there's a sequential process that comes into play. Our scribes are in the room and present with the veterinarian as they are talking with patients with hands on the patient, documenting in real-time. It's like a court reporter who is typing while things play out in the room. So, when a veterinarian leaves the room, the record is complete and are ready to move on to the next task at hand."

An in-person scribe can also act as extra support staff and help with coordinating care. This can include making phone calls or finding results



or tracking down a surgeon who did a surgery on the animal a few weeks ago.

"The vets don't need to be sitting behind their computers and telephones doing clerical work; that's really where the scribes come in at the office," Noble says.

### Remote scribes and AI

Some companies provide a scribe who listens to the entire visit and types notes in real-time into the practice management software (PIMS). Other services record the entire consultation and discussion between the doctor and pet owner, and the scribe types the notes based on the recording, uploading them into the PIMS.

"Typically, the doctor will review the patient's record to ensure the scribe hasn't missed anything, refine the notes, and add personal comments," Moreau says.

At VetScribe, veterinarians dictate their consultation notes in the app, exactly as they want the information to appear in their patients' files.

"They add thoughts and observations about patients or pet owners that might not be discussed in the consultation room in the presence of the pet owner," Moreau says. "Once the recording is complete, it is sent to our cloud-based platform and first undergoes our AI

*Continued on page 8*

# THE 411 On Veterinary Scribes

*Continued from page 7*

process. Secondly, it is reviewed by a professional scribe overseen by one of our veterinarians. Once their work on the transcription is complete, we upload the notes to the patient's file in the practice system."

Based on VetScribe data, doctors spend approximately two hours per day on their notes, often working after hours at home. Using that time to see more patients could potentially lead to up to a 20 percent increase in productivity.

"On average, veterinarians see 16 patients per day, and our VetScribe service saves an average of eight minutes per consultation, freeing up to two hours a day per doctor," Moreau says. "Those two hours could be used to see four to six more patients. It takes about 1.5 additional patients to cover the cost of our scribing service. The rest results in additional revenue of approximately \$100,000 per doctor, or free time."

Noble notes one of the big benefits of remote scribe is you can take it with you anywhere.

"It's a lot [nimble] with staffing, and there's also a price difference, as remote scribes operate at a lower cost," he says. "The cons are you are losing out on the in-person touch and some of those extra tasks of care coordination and other tasks. This is more focused on the electronic record keeping. They can still hear and see everything, but they are documenting from their own home vs. being chair-side."

For ScribeAmerica's artificial intelligence (AI) option, ambient listening records all of what a veterinarian says to its clients and then it goes through an AI engine which creates a note that's reviewed by the scribes and then added to the electronic record.

"AI has been the biggest buzz and evolution in the entire industry—bringing technology to the forefront,"

Noble says. "We have the same goal with AI in how we can all work smarter and not harder. There's no AI that's perfect, so we do rely on the human element for the quality checks as well. It allows our scribes to work more efficiently."

The key to matching the right scribe with the right practice is to see how much time a veterinarian is spending behind technology and what's the best way to decrease that. That's what opens up the door to a scribe conversation.

"We give our customers many different tools as one thing we have learned from 20 years of doing this is that one size does not fit all," Noble

**For ScribeAmerica's artificial intelligence (AI) option, ambient listening records all of what a veterinarian says to its clients and then it goes through an AI engine which creates a note that's reviewed by the scribes and then added to the electronic record.**

says. "Everyone has different needs and needs for customization."

## **First-hand experience**

Stephen Long, DVM, associate veterinarian at Animal Medical Clinic in Melbourne, Fla., has been using VetScribe for about a year, utilizing it on his phone during regular days at the hospital.

"The main benefit is speed," Dr. Long says. "There are the patients that make me really grateful for the service. I can start my dictation and go over the subjective and my physical exam and then wait for my diagnostics and jump right back onto the recording. The recording only completes when I submit it."

Another benefit Long found from using a scribe is improved client communications.

"When I have a long conversation with a client and no time to type it, I just add the client and patient on the add-on button, and start my dictation," he says. "Then I just say into the app exactly what the client and I discussed. It's uploaded the next day as a client

communication, so those 5-10 minute notes—or longer—become 2-3 minutes dictation records on average. This really lets me catch up on call backs, review lab work the day before or just breathe during a busy day."

Still, for all the benefits, scribes are not for everyone. For doctors that really like to have control of how their records look, whether that be format or how they prefer certain short hand notes, it may not be for them.

"That's why the human component is great," Long says. "I have multiple times gone back and added to the chat or dictation, 'hey I forgot to say X, please put it in' and they do it. I have

been able to email them and say when I say sub-q, please just write SQ instead. So as long as you read your notes after the first couple submissions and catch what you like and don't like, email the team and tell them."

Marla Sanfilippo, senior vice president of national accounts at ScribeAmerica, notes with labor issues today, having a dedicated scribe can also take some of the worry away about staff coming and going.

Noble says a misconception about scribes is the cost is too expensive, and suggest tallying the ROI to see how in actuality, scribes are well worth it.

"It's a catalyst for efficiency in these practices," Noble says.

*A graduate of the University of Miami, Keith Loria is a D.C.-based award-winning journalist who has been writing for major publications for close to 20 years on topics as diverse as veterinary medicine, travel, and entertainment. He started his career with the Associated Press and has held high editorial positions at publications aimed at healthcare, sports, and technology.*



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Last updated: *May 10, 2023*

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We are dedicated to establishing a culture that celebrates all forms of diversity and allows us to be an inclusive service provider in this community.

#### Who are we looking for?

Not only do you love dogs and cats, but you are enthusiastic about surgery and have the basics (spay, neuter, dentistry, tumor removals, etc.) covered. You are focused on providing excellent client communication and are committed to delivering the best possible care to the animals of our community.

#### Partnership Opportunities!

We are proud to offer additional growth opportunities for Associate DVMs through our partnership with Veterinary Practice Partners (VPP). VPP has over 115 veterinarian owners that co-own their individual practices



*Burned out? Stressed out?  
Seeking work-life balance?*

My name is Natalie Fayman. I'm a veterinarian and certified Life Coach. I can help.

Don't wait for "someday". We'll co-create the life you want right now.

NATALIE@NOLIMITSCOACHINGNOW.COM



across 132 locations. It is important to note that more than 50 of our partners never owned part of a veterinary clinic until VPP became a co-owner. VPP is uniquely aligned with our partner veterinarians to help them achieve their goals for their practice and their goals for their careers. VPP partnerships thrive through:

Our complementary skill sets—VPP's operational, marketing, and business acumen and our partners' clinical and client expertise—to help our practices grow, while also affording our partners more time to follow their passion for medicine and service.

#### Requirements:

Current Florida State Veterinary License

Flexible work schedule, with availability to work some weekends and holidays

#### Benefits:

We're dedicated to your well-being and offer a comprehensive package and professional development opportunities to support your work and home life. These include:

Competitive base salary + production, Medical, dental, vision, and prescription drug benefits for you and eligible dependents. Paid time off for full-time employees. 401(k) plan Continuing education allowance. We'll cover your dues, license fees, and AVMA PLIT. Guardian voluntary benefits. (post July 2023)

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Advertising rates: Practice for Sale: \$120,  
DVM wanted (1 paragraph): \$60, DVM  
wanted (2 paragraphs): \$120,  
Equipment for Sale: \$30

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