



# Oregon Veterinary Medical Board

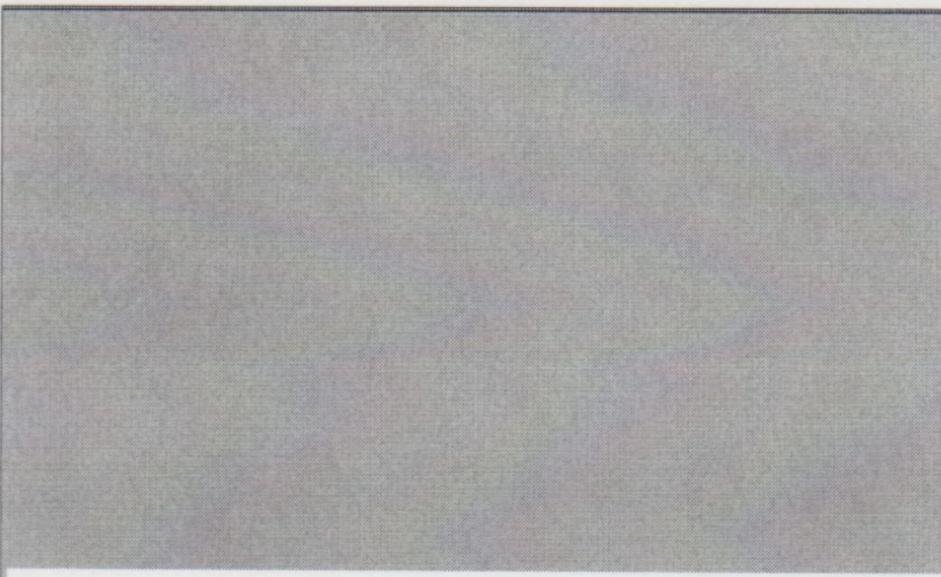
## NEWSLETTER

800 NE Oregon St., Suite 407 Portland, OR 97232

December 1998

### Time to Renew!

Renewal forms for veterinarians and veterinary technicians have been mailed. If we haven't received your paid renewal by Feb. 1, it's an additional \$100 and if you wait until March, expect to pay a late fee of \$150. Licenses that have not been renewed by April 1st automatically expire and will require reapplication. If you haven't received a renewal form, please let us know.



### Where the Money Goes

The Board is funded entirely by your license fees (about 95%) and moneys collected for penalties and administrative costs of disciplinary actions (about 5%). The Governor's recommended budget for 1999-2001 is \$419,952, a 27% increase over last biennium, based on inflation and various increased costs. The budget pays for salaries of a director, a three-quarter time secretary and half-time investigator (about 25%), as well as Board members' stipend and travel expenses; office space and equipment; and other costs, such as National Board Exams and Attorney General fees. Special projects funded for the next two years include upgrading technology and creating a WebPage, updating Administrative Rules, and establishing guidelines for standard of care and animal complementary medicine.

As the above table shows, modest growth is expected in veterinary and veterinary technician licensing in Oregon.

### Exam Dates for 1999

NBE-CCT	VTNE
April 13-14 December 14-15	January 8 June 11
Registration deadlines are 60 days prior to each exam. Exams are held in Portland.	

### Questions du Jour

*Can I fill a prescription for a client that was written by another veterinarian?*

**NO**, according to DEA and Pharmacy Board rules. Unless you're a registered pharmacy, you need to establish a doctor-client-patient relationship or at least make a record for the animal before filling another veterinarian's prescription. You may establish a record by examination or by contacting the prescribing veterinarian and obtaining and recording current information on the animal's health and condition.

*Are clients entitled to x-rays when they ask for a patient's record?*

**YES**. Technically, x-rays are part of the record. Although you usually send x-rays to another veterinarian, sometimes a client wants x-rays as well as the patient's chart. You may charge the client a reasonable price for copying.

(Reminder: retain patient records for 3 years.)

### Board Members

### 1999 Meetings

◆Robert J. Anderson, DVM, Chair Portland	February 2 Portland
◆Jonathan E. Betts, DVM Woodburn	March 8 Springfield
◆Martha H. DeWees, DVM Springfield	June *
◆JoAnn V. Dewey, Public Member Bend	Sun River
◆Donald M. Hagglund, Public Member Klamath Falls	September 13 Location *
◆Mark L. McFarland, DVM Madras	November 8 Portland
◆Vera Rogers, DVM Days Creek	

\*To be determined

## About those complaints...

Contrary to theory, Board staff members don't enjoy complaints. Complainants often are emotionally distraught, unreasonable, angry, abusive and hostile. They are especially unhappy when we tell them that the Board does not regulate business practices and fee disputes.

We receive about a dozen complaints per month. Most of them will be dismissed without violation; about 5% may result in warnings or discipline.

### ***What can you do to diminish the likelihood that a dissatisfied customer will complain to the Board?***

😊 **Communicate.** Do your best to ensure that clients understand treatments, aftercare, prognoses and costs, especially in critical cases.

😊 **Try to resolve the problem.** Make the effort to settle disputes and reasonable disagreements.

### ***What happens if the Board receives a complaint against you?***

😬 The Board investigator will contact you by phone or letter and ask you to send a copy of the record and a typed account of the case within 14 days. After reviewing the case, the Board will make a decision as to whether there's evidence of a violation of the Practice Act, and you'll be contacted with the decision. Remember, about 95% of complaints result in decisions of no violation.

### ***What's your best defense against most complaints?***

😊 **Excellent records!** Chart everything—basic information at presentation, communication with clients about services offered and declined, Rx and followup care instructions, referral recommendations, etc. This is one of the most important things you can do. The Board relies heavily on your records to analyze and understand the case.

Finally, it's the Board's job to look into every complaint, so don't assume that a letter automatically means trouble.

## What's Public Information?

Oregon's public records law holds that the public is entitled to records of public agencies, officials, employees and appointees. The Board is considered a public agency. All Board records are disclosable except as exempted, such as under ORS 676. You will find Public Records and Meetings law (ORS 192), as well as other valuable information, at **Oregon Online**, <http://www.state.or.us/>. Click on the state government icon and follow the directions to ORS. If you don't have internet access, call the Board office at 503-731-4051.

## Confidentiality

The 1997 Legislature enacted SB235 (ORS 676), which provides for nondisclosure of information relating to complaints and investigations. This presented the Board with a challenge in that, strictly speaking, once a complaint is filed, information about it cannot be shared with the complainant, the veterinarian or anyone else, unless or until the Board votes to impose discipline. A subsequent interpretation allows us to provide information sufficient for you to respond.

■ Prior to enactment of this law, the public was entitled to all complaint and discipline information on all licensees. Now, only disciplinary information is disclosable.

**Concerns, comments, questions?  
Board office hours are 7:30am to  
5pm, Monday through Thursday,  
and 8:00am to 4:15pm on Fridays.**

### **Staff**

**Lori Makenen, Director**

**Rose Nelson, Investigator**

**Kim McCormick, Assistant**

**Phone:**

**503-731-4051**

**Fax:**

**503-731-4207**

**E-Mail:**

**[lori.makenen@state.or.us](mailto:lori.makenen@state.or.us)**

**Happy Holidays!**