

# Staff Training

with DR. ERNIE WARD

## SCHEDULE OF EVENTS

7:30-8:00 am	Registration
8:00-9:00 am	Creating the Ideal Veterinary Appointment: Steps for Daily Success – Part 1 – Appointment Scheduling, Welcome, and Medical History
9:00-9:20 am	Break
9:20-10:20 am	Creating the Ideal Veterinary Appointment: Steps for Daily Success – Part 2 – Technician/ Staff Workflow, Physical Examination and Discharge
10:20-10:40 am	Break
10:40-11:40 am	Communicating the Common Laboratory Test Results to Your Clients – Part 1
11:40-1:00 pm	Lunch on Your Own
1:00-1:50 pm	Communicating the Common Laboratory Test Results to Your Clients – Part 2
1:50-2:10 pm	Break
2:10-3:00 pm	I'm Sick and Tired of Being Sick and Tired

Sunday, February 7, 2010 / Indianapolis Marriott East  
7202 E. 21st Street, Indianapolis, IN 46219 - Salon A-C

**Dr. Ernie Ward** is the owner of E3 Management, a North Carolina-based consulting firm and owner and chief-of-staff of Seaside Animal Care, a National Practice of Excellence Award winning small animal veterinary clinic.

Dr. Ward is an Editorial Advisory Board member for Veterinary Economics and is the author of Creating the Veterinary Experience, Creating the Veterinary Appointment and LifeLearn's Client Education Handouts.

Dr. Ward has authored and been featured in over forty practice management and medical journal articles and is a 1992 graduate of the University of Georgia College of Veterinary Medicine. In 2009, Dr. Ward will have a series of general veterinary practice articles published in the Beijing Companion Animal Veterinary Journal.

Dr. Ward is a frequent guest on the Rachael Ray Show and has appeared on Animal Planet, NBC Nightly News, CNN, and numerous television and radio talk shows nationwide. He was awarded the "Speaker of the Year" award for the 2004 North American Veterinary Conference, and has spoken at every major North American veterinary conference and in Europe and China and has been a guest lecturer at most of the nation's veterinary schools. His articles have been published in the US, China, England, Japan, and China.

He founded the Association for Pet Obesity Prevention in 2005, is a Founding Member of VetPartners (the Association of Veterinary Practice Consultants) and is a certified personal trainer, USA Triathlon accredited coach, and an Ironman triathlete. He lives with his wife, two daughters, their "beach mutt" Sandy and two cats, Freddie (25-toes and attitude to spare) and Itty Bitty Kitty.

*Bring your staff to this important continuing education opportunity!  
Registration for this meeting is just \$40 for staff members in your practice.*

Staff Name(s):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Clinic Name:

\_\_\_\_\_

Address:

\_\_\_\_\_

City:

\_\_\_\_\_

State

Zip

\_\_\_\_\_

Phone:

\_\_\_\_\_

Email:

\_\_\_\_\_

Cost:

\$40 x \_\_\_\_\_ = \$ \_\_\_\_\_

*This cost is for staff only.  
Veterinarian fees are included  
in their annual meeting  
registration fee.*

Credit Card:  Visa  Mastercard  Discover  Am Ex

CVV# \_\_\_\_\_ Card No. \_\_\_\_\_

Exp. Date \_\_\_\_\_ Signature \_\_\_\_\_

Please return to the IVMA office at: 201 S. Capitol Ave., Suite 405, Indianapolis, IN 46225 or fax to (317) 974-0985 by January 14, 2010