

DEPARTMENT OF ECONOMIC DEVELOPMENT  
**STATE BOARD REPORT**

DIVISION OF PROFESSIONAL REGISTRATION  
PUBLISHED BY THE MISSOURI VETERINARY MEDICAL BOARD

Volume 5, Issue 1

August 2005

## VETERINARY ISSUES OF INTEREST

Throughout this past year, the Board has dealt with many issues relating to the practice of veterinary medicine. The Board feels the following information is important to note for its licensees.

As you will notice in the disciplinary section of this newsletter, the Board has disciplined licensees for the failure to meet the Minimum Standards for Veterinary Facilities and the failure to meet the Minimum Standards for Medical Records.

The Board rules specifically outline what is required for a veterinary facility to be in compliance with the minimum standards. It is the responsibility of the veterinarian-in-charge of the facility to make certain that the facility meets the requirements of 4 CSR 270-4.011. If a veterinary facility is inspected and violations are noted, the permit of the veterinary facility and the license of the veterinarian-in-charge are subject to discipline. Please make certain that when completing the Veterinary Facility Self-Inspection forms, that your facility is actually permitted for not only the type of practice specified, but also that the facility conforms to the minimum standards specified for that type of facility.

The Board suggests that not only should all veterinarians review the minimum standards for veterinary facilities but also that all licensees take the time to review the minimum standards for medical records. Many violations noted by the board are violations that could have been prevented if the time was taken to review the minimum requirements and to make certain that the medical records are completed in accordance with 4 CSR 270-4.041. When the practice of veterinary medicine is conducted, medical records are required for both large and small animals.

4 CSR 270-4.041 Minimum Standards for Medical Records states:

"(1) Every veterinarian performing any act requiring a license pursuant to the provisions of 340.200 (28),

RSMo upon any animal or group of animals shall prepare a legible, written, individual (or group) animal and client record concerning the animal(s) which shall contain the requirements listed here. The medical record will provide documentation that an adequate physical examination was performed.

- (A) Name, address and telephone number of animal's owner or agent.
- (B) Name or identify, or both, of the animal(s), including age, sex, breed, weight and color, where appropriate.
- (C) A brief history.
- (D) Notations of the physical examination.
- (D) Notations of the physical examination.
- (E) Treatments or intended treatment plans, or both, including medication amounts administered, dispensed or prescribed and frequency of use.
- (F) A diagnosis or tentative diagnosis.
- (G) When pertinent, a prognosis.
- (H) Progress notes and disposition of the case.
- (I) Dates (beginning and ending) of custody of the animal with daily notations.

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## MESSAGE FROM DIVISION DIRECTOR

### Governor

The Honorable Matt Blunt

### Department of Economic Development

Gregory A. Steinhoff, Director

### Division of Professional Registration

Alison Craighead, Director

### MISSOURI VETERINARY MEDICAL BOARD

#### BOARD MEMBERS

Roger "Dusty" Shaw, Jr., Chair & Public Member  
Stephen Goff, DVM, Member  
David Gourley, DVM, Member  
Linda Hickam-Fountain, DVM, Member  
Jean Stark, DVM, Member  
Shane Brookshire, DVM, Ex-Officio Member

#### BOARD STAFF

Dana K. Hoelscher, Executive Director  
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State Board Report is an official publication of the Division of Professional Registration, Missouri Veterinary Medical Board. Submit articles to: State Board Report, P.O. Box 633, Jefferson City, MO 65102.



The Division of Professional Registration recently hired Tom Reichard as Director of Budget and Legislation. Tom is a lifelong resident of Jefferson City and brings a wealth of business and management experience to the Division having owned and operated an office supply company for over twenty years. He and his wife, Cindy, have four children; Alan-27, Lisa-25, Katie-23, and Mark-16. Besides his children, he enjoys golf, fishing and tinkering with old cars.



Tom Reichard

In his new role, Tom will serve as the liaison for budget and legislative items between the professional boards, committees and commissions within the Division, the Department of Economic Development and the Missouri General Assembly. He has already begun working with each of the boards, committees and commissions to develop and prepare both legislation and budget items for the upcoming 2006 session.

We are excited to have Tom on board and welcome him to the Division.

Sincerely,

A handwritten signature in cursive script that reads "Alison Craighead".

Alison Craighead

## MEET THE MEMBERS OF THE VETERINARY MEDICAL BOARD

The Missouri Veterinary Medical Board would like to take this opportunity to introduce the members of the Board and provide you with the structure of the Board and the requirements to become a member. The Board consists of 6 members, the state veterinarian serves ex officio, 5 appointed members and 1 voting public member. Each appointed member, other than the public member, of the board shall be a United States citizen, a taxpaying resident of the state of Missouri for one year, a graduate of an accredited school of veterinary medicine, and shall have been lawfully engaged in the actual practice of veterinary medicine in the state of Missouri for no less that five years. All members are chosen from lists submitted by the director of the division of professional registration. All appointments are made by the governor with the advice and consent of the senate. All members are appointed to serve four-year terms. Upon expiration of a term, the member can be reappointed by the Governor.

Listed below are the current members of the Board.



Roger "Dusty" Shaw, Jr., Birch Tree  
Mr. Shaw is the Chair and Public Member of the Board.  
Mr. Shaw's term expires August 2005.



Linda Hickam, DVM, Thompson  
Dr. Hickam is a 1990 graduate of the University of Missouri. Dr. Hickam serves as the Vice-Chair of the Board and her term expires August 2006.



Dr. Gourley is a 1993 graduate of the University of Missouri. Dr. Gourley's term expires August 2006.



Stephen Goff, DVM, Jefferson City  
Dr. Goff is a 1977 graduate of the University of Missouri.  
Dr. Goff's term expired August 2004.



Jean Stark, DVM, Fayette  
Dr. Stark is a 1997 graduate of the University of Missouri. Dr. Starke's term expires August 2005.



Shane Brookshire, DVM, Jefferson City  
Dr. Brookshire is the State Veterinarian and serves as the ex officio member of the board. Dr. Brookshire is a 1997 graduate of the University of Missouri.

## CHAIR'S REPORT

The Board is currently working to finalize its third continuing education audit. The continuing education audit included 10% of the total number of licensed veterinarians (235), 10% of the total number of licensed veterinary technicians (43), all veterinarians currently on probation and all board members. Licensees were notified by mail that they had been randomly selected for the continuing education audit and were requested to provide documentation that verified compliance with the continuing education requirements, which included a copy of the continuing education certificate. It is important to note that with the exception of probationers and board members, individuals chosen for the random audit are chosen via computer, therefore, some individuals may be selected each year.

Please make certain that you attend continuing education courses approved by the Board or by the organizations listed as pre-approved. The Board has had several instances of hours submitted that could not be used to satisfy the continuing education requirements. Please make certain that the continuing education courses attended have been approved by the Board. Continuing education programs attended that have not been previously approved by the Board will not be accepted.

Also, the Board continues to have problems with individuals not obtaining a certificate of completion from the sponsoring organization. The certificate of completion must be submitted to the board if you are selected in the random audit and must contain the title of the courses taken, dates, locations, course sponsors, number of hours earned, etc. These records must be maintained for two (2) previous reporting periods in addition to the current reporting period.

All licensees should review and be familiar with 4 CSR 270-4.042 Minimum Standards for Continuing Education for Veterinarians. If you have any questions regarding continuing education, please do not hesitate to contact our office.

Roger "Dusty" Shaw, Jr., Board Chairman and Public Member

## CALENDAR OF EVENTS

The next meeting of the Missouri Veterinary Medical Board is scheduled on October 13-14, 2005. The meeting will be held at the Division of Professional Registration, Jefferson City, Missouri

For further information regarding meeting times and locations, please feel free to contact the Board's central office at (573) 751-0031. The meeting schedule is as follows:

### NOVEMBER

November 14 through December 10, 2005 -  
Testing Window for the Administration of the North American Veterinary Licensing Examination (NAVLE)

### JANUARY

January 2006 - Board Meeting and State Board Examination  
Chateau on the Lake, Branson, Missouri

### APRIL

April 10-22, 2006 - Testing Window for the Administration of the North American Veterinary Licensing Examination (NAVLE)



## STATE BOARD REPORT

# EXECUTIVE DIRECTOR'S REPORT

I would like to take this opportunity to remind all licensed veterinarians and veterinary technicians of House Bill 600 (2003) and House Bill 978 (2004) which became effective July 1, 2003. House Bill 600 and House Bill 978 requires all persons and business entities renewing a license with the Division of Professional Registration to have paid all state income taxes, and have filed all necessary state income tax returns for the preceding three years. If you failed to pay your taxes or have failed to file your tax returns your license will be subject to immediate suspension within 90 days of being notified by the Missouri Department of Revenue of any delinquency or failure to file.

Anytime a license is disciplined by the Board, the discipline is reported to the National Disciplinary Database and remains a permanent part of your record. Therefore, it is extremely important to make certain that all personal and business state income taxes are paid and all returns are filed.

The 2004 renewal period marked the first year of on-line renewals. Being the first year to renew on-line the Board did encounter a few problems. One issue that arose and caused problems for some licensees was once our renewal period ended (11/30/04) licensees were unable to renew their license on-line. The on-line renewal system is a Division wide system and therefore is designed for some 30 boards/professions and therefore to enable all professions to utilize the on-line system we must adhere to the cut off date of November 30th. All renewals submitted after November 30 must be submitted by regular mail. If you wish to renew on-line please make certain that you follow the instructions provided on the web-site. Also, please note that renewing on-line is currently the only time a credit card can be used for payment of renewal fees and in doing so you would also be charged a processing fee.

Three of our four profession types were able to renew their licenses on-line. This included active veterinarians, inactive veterinarians and inactive veterinary technician. Active veterinary technicians were unable to renew on-line due to the requirement that all renewals be signed by the veterinary technicians supervising veterinarian. During the time period of September 1, 2004 to November 30, 2004, 325 active veterinarians renewed on-line out of 2,138 fees received for 15%, 44

inactive veterinarian renewed on-line out of 372 fees received for 12%, and 31 inactive veterinary technicians renewed on-line out of 164 fees received for 19%. The Board hopes that next year many more veterinarians and veterinary technicians will utilize this new system.

If you have any questions, regarding this newsletter or licensure issues please do not hesitate to contact our office.



*Dana K. Hoelscher  
Executive Director*

## VETERINARY ISSUES OF CONCERN - CONTINUED

- (J) In the case of vaccination clinics, a certificate including the information required by subsections (1)(A) and (B) may serve as the medical record.
- (K) The veterinarian who created the record.
- (L) Name of the veterinarian who orders any radiographs."

It is also important to note that all records and radiographs shall be maintained for a minimum of five (5) years after the last visit. Copies of records will be made available within a reasonable period of time upon the request of another treating veterinarian who has the authorization of the owner of the animal to which it pertains or directly to the owner. Documented proof of transfers of radiographs will be verifiable.

The information contained in this article is important for licensees to understand and to make certain that they are in compliance with not only the rules mentioned in this article but with all the laws and rules contained in the Veterinary Medical Practice Act and Rules. If you do not have a copy of the Practice Act and Rules, please contact our office and a copy will be forwarded to you or you may review the Practice Act and Rules on the Board's website, [www.pr.mo.gov](http://www.pr.mo.gov).

## STATE BOARD REPORT

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### **New Veterinarian Licensees**

**July 1, 2004 to June 30, 2005**

Nicole M. Azene	Corie L. England	Kathryn L. Kimber	Eva M. Restis
Robert Backus	Keith R. Erlandson	Jennifer M. Kollmeyer	Alejandro Rey
David L. Baker	Melinda A. Fleming	Kenneth R. Leach	Steven A. Ringold
Stacey M. Bender	Jill M. Franklin	Krista LeGrand	Angela B. Royal
Linda M. Berent	Daniel A. Frese	Elizabeth A. Lentz	Elizabeth K. Schooley
Jerome P. Berkowitz	Ashley M. Friggle	Isabelle Masseur	Deborah C. Shaw
Domenico Bianco	Allison M. Galbraith	James M. Matousek	Alistair K. Smith
Elizabeth A. Birdsall	Carolyn A. Gallo	Richard L. McCarver	Sara A. Sowala
Kelley H. Bourke	Bridget C. Garner	Kelvin D. Miller	Shana R. Stelzer
Justin L. Bouse	Heather K. Geronsin	Kris N. Minnich	Aaron M. Stohs
John D. Bressett	Joanne C. Graham	Jessica A. Moelm	William G. Strong
Ailien T. Britt	Sarah C. Grote	Ashley R. Moore	Rustin D. Sturgeon
Heidi M. Britt-Sherrock	Daniel Guastella	Erica N. Moore	Timothy M. Sullivan
Michelle D. Brogan	Sarah A. Hansen	Rhonda K. Moseley	Terri L. Sympson
Joanna R. Buckley	Jill N. Harder	Amy C. Mueller	Bonnie E. Taylor
Michelle A. Capehart	William H. Heeb	Marcus L. Mueller	Danny J. Taylor
Munashe Chigerwe	Heidi J. Henderson	Jill D. Muno	Elizabeth C. Thurman
Sathya K. Chinnadurai	Jamie J. Hillman	Theresa M. Newton	Erika K. Travis
Jillian M. Clark	Michelle E. Honse	Elizabeth J. Oetting	Christina A. Truesdale
Elizabeth Cole	Susan E. Hopper	Jacqueline W. Pearce	Belynda C. VanMeter
Suzanne E. Cosentino	Kelly M. Hoyt	Keith Placke	Christina L. Vitale
Ashlee L. Cunningham	Matthew D. Johnson	David J. Prescott	Jennifer J. Warnock
Stephen L. Curry	Gayle C. Johnson	Erin M. Quigley	Clinton J. Watkins
Tracy L. DePuy	Heather E. Jones	Kerry L. Ragan	Nicole L. Williams
Marcella L. Diehl	Timothy J. Julien	Wendi Rankin	Krista K. Yencic
Jessica L. Durham	Gal Kelmer	Bryan A. Reed	Mary K. Zarfoss
Amanda D. Dykstra	Harvey L. Kent	Sarah E. Reinerman	
Melissa C. Dyson	Abigail E. Kerckhoff	Carol R. Reiner	

### **New Veterinary Technician Licensees**

**July 1, 2004 to June 30, 2005**

Cara J. Dickneite	Christina E. Dailey	Diane L. Lowrey	Jennifer S. Rodden
Candice M. Miller	Meredythe K. Guilds	Erin M. Macko	Branham L. Rosick
April L. Angelotti	Shannon M. Hall	James J. Martin	Erin L. Scalf
Paula K. Barger	Amber R. Hatch	Alanna L. McElduff	Cari Sue Schindel
April D. Bennett	Sara E. Henke	Amy K. Merkel	Nancy J. Scott
Jennifer N. Briscoe	Jeni D. Herrera	Sherrie J. Nanney	Jane D. Severson
Hollye N. Callis	Sarah M. Hinz	Kelly A. Nelson	Jamie H. Short
Andrea C. Catanzaro	Megan M. Horn	Amanda K. Penrod	Jamie D. Steffy
Cynthia R. Caudle	Amy L. Ince	Janet M. Peterman	Chassity L. Stewart
Stephanie C. Clark	Charity A. Johnsen	Michael A. Prater	Elizabeth A. Talkington
Jessica L. Collard	Amy E. Kline	Cynthia K. Richmond	Jennifer M. VanDonsel
Monica N. Cooper	Christine M. Latzke	Amber S. Rinehart	Rachel L. Wheatley

## STATE BOARD REPORT

### Year End Report

The 2005 fiscal year ended June 30, 2005. Following is the end of the year report on Board activities as they relate to the veterinary medical profession in the State of Missouri.

#### Veterinarians

Total number of Licensees - 2,794  
New Licenses Issued - 110  
Licenses Renewed  
Active - 2,263  
Inactive - 429  
Licenses Non-renewed - 48

#### Veterinary Technicians

Total number of Licensees - 635  
New Licenses Issued - 48  
Licenses Renewed  
Active - 386  
Inactive - 204  
Licenses Non-renewed - 21

#### Veterinary Facilities

Total number of Licensees - 793  
Original Permits Issued - 84  
Facilities Closed - 72

#### Veterinary Complaints

Official Complaints Received - 88  
Investigations Conducted  
From Prior Year - 4  
Initiated - 12  
Completed - 14

## High Record-keeping Standards are Essential to Quality of Practice by Geoge Ludwig, DVM

Often, veterinarians feel they don't have time to maintain proper medical records. Yet never before is it so important. With multi-doctor practice and referrals on the increase, a medical record now travels through many hands. This record reflects quality of practice and can be a veterinarian's best defense when a complaint is filed, especially when client communication is included.

Most states include record-keeping standards in their rules of Professional Conduct. These are usually minimum requirements designed to cover the basic standards for adequate practice. For the highest standards in record keeping, veterinarians may review record keeping standards drafted by the American Animal Hospital Association(AAHA).

While most veterinarians maintain proper records above the minimum standard, the number of records reviewed by the veterinary boards during the disciplinary process where the record is little more than a list of pharmaceuticals administered and prescribed is alarming. This is clearly below the standard of practice in most states. Worse yet, when a complaint is filed against a veterinarian with insufficient records, it is difficult for the veterinarian to defend his or her actions. You've heard the saying "if it's not in the record, it didn't happen." Even with the most convincing testimony, the medical record is the official recording of events and procedures.

Boards usually discover record-keeping violations during the course of investigating a consumer complaint or during a routine compliance inspection. When a board receives a complaint, the procedure is for a letter to be sent requesting copies of the medical records. Copies of signed consent forms are an important part of that record.

On the national level, inadequate record keeping is frequently mentioned as a finding in disciplinary actions. Boards indicate they would like to include language in consent orders requiring licensees to complete continuing education in record keeping.

Unfortunately, there are few such courses available. However, AAVSB is considering a suggestion to develop an online course to fill this need.

The new minimum record keeping standard in Illinois, for example, requires records to include patient ID, client ID, dated reason for visit and history, physical exam findings, any diagnostic testing or surgical or therapeutic procedures performed. Any medication administered must be recorded with date, dosage, route of administration and frequency and duration of treatment. All medications dispensed or prescribed must be recorded including directions for use and quantity. Changes in medications or dosages must be recorded. Necropsy when performed must be recorded. Patient Records must be maintained for at least three years.

## STATE BOARD REPORT

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### DISCIPLINARY ACTIONS

All complaints received by the Board are assigned a complaint number. A complaint may be based upon personal knowledge or beliefs based on information received from other sources. The complaints must be made in writing. Verbal or telephone communications are not acceptable, but you may request a complaint form by telephone, fill it out and mail it back to the Board. In general, the complaint is considered to be a closed record and is not accessible to the public. Any complaint that is received by the Board is acknowledged in writing. The complainant will be notified of the final outcome. Any disciplinary action taken by the Board is a matter of public record. The Board believes publication of disciplinary actions to be in the public interest and has included such in this newsletter. If you have any questions, please contact the Board's office.

### DISCIPLINED VETERINARIANS July 2004 - June 2005

**VIOLATION** - Section 340.264.2(9), RSMo

In September 2002, Licensee was disciplined by the Florida Board of Veterinary Medicine. Licensee's Florida veterinary license was placed on probation for one year for the following conduct: Licensee instructed some of his veterinary technicians to dilute many vaccines with sterile water, including, but not limited to rabies, bartdetteda, and FIP. The diluted vaccines were administered to some of Licensee's patients. Licensee's patients' owners were not aware that the vaccines their pets were receiving were diluted.

**BOARD ACTION** - Licensee's license as a doctor of veterinary medicine was publicly censured.

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**VIOLATION** - Section 340.264.2(7),RSMo

In September 2003, Licensee's client took their eight year old male German Shepard to Licensee to have a facial mole removed. Prior to September 2003 visit, no physical examination was performed on the dog within twelve hours prior to the administration of general anesthetic. Licensee administered general anesthetic drugs to the animal without performing a physical examination.

**BOARD ACTION** - Licensee's license as a doctor of veterinary medicine was placed on probation for one year or until Licensee completes 10 hours of continuing education, whichever occurs first.

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**VIOLATION** - Section 340.264.1 and .2(7), RSMo

From February 2004 to May 2004, veterinarian worked as an associate at a veterinary clinic in Missouri. Veterinarian was not licensed by the Board as a veterinarian during his employment at the Clinic. While employed at the clinic, such veterinarian performed surgeries, procedures, and examinations and dispensed non-controlled medications to the clinic's patients.

**BOARD ACTION** - In lieu of denial of Licensee's request for a license to practice as a doctor of veterinary medicine in Missouri, the Board issued Licensee a Probated License. Licensee's license as a doctor of veterinary medicine was placed on probation for one year.

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**VIOLATION** - Section 340.264.2(7), RSMo

In May 2003, Licensee's client took their six-month old male Pekingese to Licensee to be neutered and have a retained testicle removed. Licensee administered general anesthetic drugs to and performed a surgical procedure on the animal. Licensee failed to provide documentation within the animal's medical records that a physical examination was performed and what anesthetic drugs were administered at the May 2003 visit.

**BOARD ACTION** - Licensee's license as a doctor of veterinary medicine was placed on probation for one year or until Licensee completes 10 hours of continuing education, whichever occurs first.

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## STATE BOARD REPORT

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*Continued from Page 8*

**VIOLATION** - Section 340.264.2 (15), RSMo

In October 2003, Licensee examined an English Bulldog puppy, at the clinic, in the back of a vehicle. Licensee issued a health certificate based on the examination. The health certificate issued by Licensee in October 2003 indicated that the dog was "free from visible signs of infections, contagious, or communicable disease." In October 2003, the dog was diagnosed as having a fungal skin infection, or Ringworm, which presented in poor hair coat and multi-focal skin lesions on his face and nose folds, feet, back, rear legs, thighs, abdomen and ventrum, as well as having Canine Distemper. At the time Licensee issued the health certificate, Licensee was or should have been aware of the dog's Ringworm and Canine Distemper.

**BOARD ACTION** - Licensee's license as a doctor of veterinary medicine is placed on probation for a period of one year. Licensee must complete an additional ten hours of continuing education.

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**VIOLATION** - Section 340.264.2 (9), RSMo

In February 2004, Licensee submitted the self-inspection report for the clinic to the Board, wherein Licensee indicated that the clinic was in compliance with the minimum standards for veterinary hospitals and clinics. In April 2004, an investigator for the Board conducted an inspection of the clinic. The inspection of the clinic indicated the following violations of 4 CSR 270-4.011 (1) and (2): a) Clinic was dirty, disorganized and unkempt; b) Failure to conspicuously display current licenses and permits; c) Failure to properly maintain records; d) Lack of running water; e) Lack of emergency lighting in the surgical room; f) Lack of separate examination room; g) Lack of laboratory or radiological equipment.

**BOARD ACTION** - The Clinic's permit as a veterinary facility was suspended for a period not to exceed 30 days, followed by 1 year probation.

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**STATE BOARD REPORT**

Missouri Veterinary Medical Board  
3605 Missouri Boulevard  
P.O. Box 633  
Jefferson City, MO 65102

PRSTD STD  
U.S. POSTAGE  
**PAID**  
Permit 237  
Jefferson City, MO

Please notify the board office  
of your new address.

Name: \_\_\_\_\_ License Number: \_\_\_\_\_

Old Address: \_\_\_\_\_  
\_\_\_\_\_

New Address: \_\_\_\_\_  
\_\_\_\_\_

Phone Number: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Mail to:  
Missouri Vetererinary Medical Board  
3605 Missouri Boulevard, P.O. Box 633  
Jefferson City, MO 65102  
(573) 526-3856 (fax)