TABLE OF CONTENTS

Practice Management for the Veterinary Team 4th Edition

SECTION I Veterinary Practice Team and Development

- 1 The Heart of Veterinary Medicine
- 2 The Leadership Team
- 3 The Veterinary Team and Front Office Procedures
- 4 Human Resources in the Veterinary Practice
- 5 Veterinary Ethics and Legal Issues
- 6 Professional Development
- 7 Telemedicine
- 8 Practice Integrated Management Software
- 9 Medical Records Management

SECTION II Veterinary Operations

- 10 Appointment Management
- 11 The Client Experience
- 12 Marketing
- 13 Inventory Management
- 14 Controlled Substances
- 15 Safety in the Veterinary Practice
- 16 Finance Management

17 Strategic Planning

Abbreviations Glossary Index.