



TECHNICIAN, MANAGEMENT & FRONT OFFICE PROGRAM

TUESDAY, OCTOBER 12, 2010

**all sessions are 50 minutes in length and worth 1 CE credit*

	TECHNICIAN	TECHNICIAN	TECHNICIAN	MANAGEMENT	FRONT OFFICE	LABS
8:00 AM	GENERAL SESSION BREAKFAST					
9:00 AM	The Kidney Cat Amy Breton, CVT, VTS (ECC)	A New Approach to Veterinary Nursing? The Nursing Process Harold Davis, Jr., RVT, VTS (ECC)	Transfusion Support for the Bleeding Patient Mary Tefend Campbell, CVT, VTS (ECC)	Websites 101: A Primer Kelly Baltzell, MA	Greeting Clients Ronald E. Whitford, DVM	9:00 – 11:50 am **Pre-registration Required
10:00 AM	The Kidney Dog Amy Breton, CVT, VTS (ECC)	Nursing Management of the Urinary Obstructed Cat Harold Davis, Jr., RVT, VTS (ECC)	Disseminated Intravascular Coagulation and Sepsis: An Overview Mary Tefend Campbell, CVT, VTS (ECC)		Saving Unhappy Clients Ronald E. Whitford, DVM	
11:00 AM	Motion Sickness in Dogs Amy Breton, CVT, VTS (ECC)	Respiratory Disease & Emergencies Nancy Shaffran, CVT, VTS(ECC)	Triaging the Hit-by-Car Mary Tefend Campbell, CVT, VTS (ECC)	Twitter is not for the birds: Understanding Social Media Today Kelly Baltzell, MA	Telephone Tips & Mannerisms, Part 1 Ronald E. Whitford, DVM	Kara M. Burns, VTS, MS, MED, LVT
12:00-1:30 PM	LUNCH IN THE EXHIBIT HALL					
1:30 PM	Gastric Dilatation & Volvulus: From Diagnosis To Recovery Amy Breton, CVT, VTS (ECC)	Respiratory Monitoring Nancy Shaffran, CVT, VTS(ECC)	Bring Back the Bounce - Managing Osteoarthritis in Pets Kara M. Burns, VTS, MS, MED, LVT	Contemporary Marketing in the New Digital World Kelly Baltzell, MA	Telephone Tips & Mannerisms, Part 2 Ronald E. Whitford, DVM	1:30 – 4:20 pm **Pre-registration Required
2:30 PM	Thoracic Radiology Reviews: Seeing the "hidden stuff" Amy Breton, CVT, VTS (ECC)	NSAIDs - Not just for Osteoarthritis Anymore Nancy Shaffran, CVT, VTS(ECC)	Puppy Power!: Optimal Nutrition for Life Kara M. Burns, VTS, MS, MED, LVT	What in the world is SEO? Kelly Baltzell, MA	Calling the Shots - Basic Injection Techniques, Part 1 Wilma Abbott, CVT	
3:30 PM	Abdominal Radiology Reviews: Seeing the "hidden stuff" Amy Breton, CVT, VTS (ECC)	Neoropathic Pain & Wind-Up Phenomenon Nancy Shaffran, CVT, VTS(ECC)	Chronic Kidney Disease - Getting your Picky Patients to Eat Kara M. Burns, VTS, MS, MED, LVT	Open Forum: Bring your internet marketing questions Kelly Baltzell, MA	Calling the Shots - Basic Injection Techniques, Part 2 Wilma Abbott, CVT	Harold Davis, Jr., RVT, VTS (ECC)
4:30-6:00 PM	WINE TASTING & RECEPTION IN THE EXHIBIT HALL					