



When Money is the Issue

Approved for 1.5 CE hours

When:

Thursday, September 29, 2016
Dinner & Registration: 6:00 pm
Presentation: 6:30-8:00 pm

Where:

Ingleside Animal Hospital
4855 E Thomas Rd
Phoenix, AZ 85018

Discussion Topics

Attendees will be provided with resources and talking points for:

- ◆ Pet insurance options
- ◆ Payment plans & Care Credit options
- ◆ Pet euthanasia
- ◆ Health checks
- ◆ Treatment plan discussion

Presenters

ABOUT RIO ELENA LOPEZ

Working in diversified client service areas for a number of years, Rio Elena's interdisciplinary studies in economics, mathematics, and international politics has elevated her passion for business in veterinary medicine by connecting humans and animals, and offering support to both through communication, technical ability, and professionalism. Rio's involvement with the Veterinary Health Care Team of Arizona is newly established as Co-Chair for the Client Service Representative Community, and her desire and excitement to support the organization and foster tangible and intangible skills with compassionate and professional members of the veterinary field inspires her in her commitment to innovating our profession.

ABOUT SUSAN PFEIFF, CVPM

Susan started out as a technician/receptionist which at the time was common practice in 1982. In 1986 Susan joined Dr. J. Thomas Gus at University Animal Hospital as a receptionist, it was not long before she was promoted to technician and later accepted an offer to be the office manager. She joined the Veterinary Hospital Manager's Association and began attending CE meetings. While attending these meetings Susan became a Certified Veterinary Practice Manager in 1994. In addition, Susan volunteers on the Veterinary Health Care Team of Arizona board serving as chair of the managers community. On June 1, 2016 Susan started a new position with CAPNA as a Regional Manager for 57 hospitals across the United States.

ABOUT MANDY PRICE, CVPM

Mandy is originally from Boston, Massachusetts, however, for the last 18 years she has called Arizona her home. She earned her B.S. in biology from Emmanuel College in 1998 and in 2009 received the designation as a Certified Veterinary Practice Manager. She has been involved with the Veterinary Health Care Team of Arizona since 2007. She is currently the manager at Ingleside Animal Hospital in Phoenix. Mandy serves as the chair of the client service representative community.

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VHCTAz Members: \$25 Non-VHCTAz Members: \$61 (includes 1 year VHCTAz membership)

Name: _____ Hospital: _____

Phone: _____ Fax: _____

Credit card #: _____ Exp. Date: _____ Amount: _____

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