

Business Matters: Reduce Ethical Conflict

Build trust and reduce tension, resentment, and disputes around case management by reducing ethical conflict. Challenging cases and economic limitations can make the practice of veterinary medicine difficult for anyone.



Have protocols in place for euthanasias and discuss them openly with the team.



Develop a strategy or fund to manage surrendered, stray, or rescue animals.



Offer pet insurance to patients early on. OVMA offers a great plan – visit www.OVMA.org for more information.



Keep the Lines of Communication Open

- ✓ **Schedule it in!** Improving communication among team members through rounds or scheduled meetings will help reduce errors and inconsistencies in care when transferring cases.
- ✓ **Promote feedback.** Having team members feel comfortable enough to voice their concerns in an effort to foster continuous improvement will improve the function of the team and the business.

I Matter is a platform to equip Ontario veterinarians with knowledge and strategies to help them better cope with and respond to the challenges they face in their professional and personal lives.

Visit www.i-matter.ca

Wellness. Resilience. Care.