



Veterinary Medical Director

Job Description

The Medical Director is responsible for providing leadership for the hospital, managing associate veterinarians, and assuring regulatory compliance relating to the practice of veterinary medicine. The Medical Director is also responsible for creating an environment of teamwork in which quality medicine is delivered.

In partnership with the Owner and Hospital Manager, the Medical Director is responsible for the financial performance of the hospital. In addition, the Hospital Manager and Medical Director are responsible for directing staff and the overall management of the practice. In addition to Medical Director responsibilities, must also be able to successfully handle all duties and responsibilities within the EPIC ER Veterinarian Job Description.

Essential Duties and Responsibilities:

Advancing Medical Care

- Oversees surgical and medical cases for all doctors, insuring positive outcomes, accurate estimates, and client communication and education.
- Works with Owner to establish medical standards, protocols, and quality of care.
- Maintains and improves quality of medical and surgical procedures.
- Answers client questions and concerns regarding medical and surgical procedures.
- Handles any concerns or complaints brought up by clients when issues fall outside the scope of the Technician Supervisor(s), CSR Supervisor(s) and/or Hospital Manager.
- Communicates with referring DVM's when needed; maintains a positive and mutually beneficial relationship with referring practices in the surrounding community.
- Recommendation of hospital inventory.
- Oversees transfer of medical cases from doctor to doctor.

Leading DVM's

- Participates in the recruiting, interviewing, and hiring process for DVM's.
- Maintains an active list of relief DVM's for coverage and communicates with relief DVM's when needed.
- Monitors DVM performance and production along with Hospital Manager and Owner.
- Assure current licensure of all DVMs.
- Documents the required hours of continuing education credits per calendar year and CE completion.
- Creates and maintains DVM monthly schedule; managing coverage, time off requests, etc.
- Handles DVM concerns and complaints.
- Handles DVM standard for interaction with clients and managing client expectations.

- Works to improve communication skills between DVM's and staff.
- Ensure that the clinical practices of the DVM staff abide by all policies, procedures, and laws to ensure that the best interests of the hospital are kept in mind while providing high quality care.
- Regularly review/audit the quality and content of medical records.
- Provide regular feedback and conduct annual performance reviews for DVM's

Leading Staff and Practice

- Develops and monitors hospital-specific client compliance protocols and procedures.
- Participates in technician appraisal and counseling sessions by relaying appropriate information to the Technician Supervisors and/or Hospital Manager.
- Oversees training of all medical staff, including the mentoring of new graduates.
- Conducts regular CE classes for DVM's and staff.
- Supports the Technician Supervisor(s), CSR Supervisor(s) and Hospital Manager in the development and delivery of staff training programs.
- Creates a positive work environment and works with the Hospital Manager to resolve staff problems, concerns, and conflicts.
- In partnership with the Hospital Manager, develops a workplace conducive to high employee morale, ensuring positive working relationships between clients, doctors and staff.
- Minimizes waste and controls costs relating to medical supplies, surgical instruments, and drug inventories.

Financial

- Responsible for the financial performance of the hospital including revenue and hospital contribution growth, which includes working with Owner and Hospital Manager to manage all hospital expenses.
- Takes ownership for the revenue and success of the practice by monitoring key financial reports with Owner and Hospital Manager.

Skills and Basic Qualifications

- A Doctor of Veterinary Medicine (DVM) degree, or equivalent, from an accredited university.
- Licensure in good standing to practice in the state in which applicant is to be employed.
- Excellent verbal and written communication skills.
- A commitment to practicing the highest standard of medicine, upholding the veterinary code of ethics.
- Ability to delegate responsibility and achieve results with hospital team members.
- Capable of quality decision making.
- Ability to coach, correct, develop, and motivate employees.
- Demonstrates excellent time and task management.
- Demonstrates professional and courteous presentation with staff and clients.
- Ability to be available and accessible to handle said responsibilities in an efficient and timely manner.

Physical Requirements

- Ability to work in a fast-paced environment and handle multiple tasks simultaneously.
- Ability to sit or stand for long periods of time and to move constantly throughout the workday.
- Ability to bend, kneel, crouch, and climb.
- Ability to use arms, hands, and fingers.
- Ability to reach, turn, push/pull, lift, move, and/or carry up to 50lbs.
- Strong sensory skills such as visual acuity and good hearing.
- Ability to work in a quiet to moderately noisy environment.

Occupational Hazards

- May be exposed to hazards such as:
 - Medical, chemical, biological, and normal pet waste; loud noises, bites and scratches

Reports to: Practice Owner

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties. This job description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.

Updated August 2022