

Written testimony opposing Senate Bill # 2129

By Kelly Thorsness, DVM. Owner of Lewis & Clark Animal Hospital

Good afternoon,

My written testimony is in opposition to Senate Bill #2129 as the multiple changes proposed I believe are not written correctly for it to become law.

The one part I refer to today is about terminating (firing) an animal owner as a client.

Senate Bill # 2129 LC Number 25.8033.01000 page number 6, beginning line 24 Section 2-8.

Chapter 43-29 Section 2-08 “The veterinarian shall refer the patient to another veterinarian for diagnosis, care, and treatment if the veterinary-client-patient-relationship has been terminated and an ongoing medical or surgical condition exists. The veterinarian must allow the client a reasonable amount of time to arrange care with another veterinarian.”

**These proposed changes should be completely removed. Once you are fired there is no “Reasonable” amount of time that anyone should have to be made to deal with a terminated client.**

**Making employees deal with a bad/terminated client brings up anxieties and mental anguish. Plus, who would want to keep working in that work place environment?**

**Referring the patient to another veterinarian can be done through sending records & paper prescriptions refills to the next clinic of the owner’s choosing or to the owner themselves. The veterinarian should not be made to find another vet for this client that is unhappy with their current services.**

Firing/terminating a client is not done in hast but out of concern for the safety of employees and myself. Clients I have fired threatened physical abuse or

consistently verbally and mentally abused my employees, most commonly the front staff such as receptionists.

Think of your grandmother, mother, aunt, sister, wife, niece, or daughter being cursed at, told how stupid they are, and yelled at for no reason of their own. Would you allow anyone to treat your family members in that way?

We lose so many staff members to being exhausted from interacting with pet owners who are stressed out or plainly not being nice to another human being. Some clients call back or return to apologize to the employee they degraded. These individuals we continue with our vet-client-patient relationship as everyone deserves chances and prove that they understand what they did was inappropriate.

I recommend this bill be referred into a study to address the concerns of everyone.

Thank you

Kelly Thorsness DVM

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