

INVITATION TO A LIVE WEBCAST



From reception to recheck: The team approach to skin success

November 18, 2025, at 7 p.m. (EST)

4:00 **5:00** **6:00** **7:00** **8:00** **8:30**
BC (PST) AB (MST) SK/MB (CST) ON/QC (EST) PEI/NB/NS (AST) NL (NST)



Chronic dermatology cases are rarely quick fixes. They require patience, repeated visits, and consistent communication—factors that can test the patience of both clients and veterinary teams. Missed steps or miscommunication along the way can easily derail progress and lead to frustration for everyone involved. This is where teamwork makes all the difference. From the front desk to the exam room and follow-up calls, every member of the veterinary team plays a vital role in client education, relationship building, and ensuring treatment plans stay on track. When each team member understands their part in the dermatology journey, clients feel supported, compliance improves, and patients get the relief they need.

In this session, **Jennie Tait** will explore how a true team-based approach can transform the management of dermatology cases. After all, when it comes to dermatology, teamwork isn't just helpful, it's essential.

Join us to learn how to leverage the unique strengths of every team member in your clinic to improve efficiency, reduce miscommunication, and create a better experience for patients, clients, and staff alike.



Jennie Tait

AHT, RVT, VTS (Dermatology) Charter Member

Jennie Tait is a seasoned veterinary technician with nearly 40 years of experience and commitment to education and dermatologic care. A Charter Member and Regent of the Academy of Dermatology Veterinary Technicians, Jennie is Canada's only Veterinary Technician Specialist (VTS) in Dermatology. After close to 26 years at the Ontario Veterinary College, she now works in semi-retirement at the Veterinary Allergy Dermatology Ear Referral Clinic (VADER) in Ontario. Jennie is a respected international speaker, author, and passionate advocate for advancing veterinary dermatology and supporting veterinary healthcare teams.

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