

# Specialty+ER business experts dedicated to the care and growth of your hospital



At NVA, we know Specialty+ER hospitals have distinct needs and a unique approach within the profession, so we have a dedicated team of experts with a wealth of knowledge to help guide your specific strategy.

We are a passionate community of professionals, committed to supporting and growing practices like yours, so you can focus on doing what you love – practicing medicine.

## Support Center Teams



## Supporting our people is our top priority

### Finding the best talent with our proven approach to recruitment:

Our dedicated Specialty+ER recruiting team has years of experience hiring specialists and hospital leaders across North America, taking the pressure off you to find the right fit.

- With a continually growing database of 12,000+ potential candidates, our recruiters work directly with hospitals to help add a doctor or staff for new specialties, offering a large pool of qualified candidates to consider.
- With a retention rate of 90% for doctor hires, our recruiters are confident they'll find the right person to fit the necessary skill set and unique culture of each hospital.

### Continuing education resources for your people:

Need help with CE credits to renew your veterinarian license and stay current with new medical practices?

- We offer various CE curriculum and online learning to improve medical and management skills.
- Additionally, we offer Hospital Manager and DVM workshop to help support personal and professional life balance.

### Giving back to care providers with our life-changing Health of Healers program:

Your profession can be exhausting. NVA's dedicated Community Team has found that caring for yourself equips you to better care for others.

- NVA's exclusive Health of the Healers retreat brings hospital leaders together for a multi-day program centered on wellness, identifying your individual purpose and how to give to others without sacrificing yourself.
- One of our top-rated programs, managing doctors have found it both re-energizing and life-altering, putting theory to practice in their day-to-day personal and professional lives.

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**“We care for our caregivers because when they succeed, animals are healthier and the people who love them are happier.”**

– Turpin Mott, Chief Community Officer

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## Our experts make running a practice easier, so you can get back to doing what you love – practicing medicine

Our practice leaders understand that we want to make their lives easier -- it's the foundation of our company. So we help you with everything from Marketing to IT.

### Attract more clients with the right marketing tools:

Our dedicated Specialty+ER marketing team works directly with hospital leadership to establish a strategic marketing plan, unique to your practice's needs and business objectives.

- We specialize in creating hospital referral programs to help you assess current referrals received vs. referral opportunities based on site geography and demographical analysis within NVA's proprietary database.
- We make your hospital easy to find online, helping you obtain positive reviews, build new websites, run search advertising, optimize your Google listing and provide engaging and relevant social media content.

### Keeping you connected with technology support across your hospital:

Now, more than ever, we know how critical it is to stay connected with doctors, technicians, virtual desktops, remote health monitoring and more – and we have all systems in place.

- We also offer 24/7 Emergency Support, online and offsite backup of any Practice Management Systems Support for various PIMS, and business and patient efficiency tools to keep your business running smoothly, even at full capacity.

### Providing accounting services and advocating on your behalf with legal, HR and tax advisors:

We have experts ready to help in tax preparation, legal matters and HR policies - both state and federal regulations - designed to reduce administrative time and allow you to focus on medicine.

- We'll provide daily, weekly and monthly delivery of operational reporting and national and regional benchmark data to identify key client and patient opportunities.
- In addition, our legal in-house counsel team is ready to assist your practice with everything from joint venture support (DVM buy-in and buy-outs) to all forms of litigation.

### Growing your business with best-in-class pricing for cutting-edge equipment and more:

We've established trusted vendor relationships and secured low pricing that independently-run practices aren't able to negotiate on their own.

- NVA's Procurement and Vendor Relations team quickly and efficiently negotiates and sources vendors for everything from the latest equipment to pharmaceuticals at best-in-class rates.

# Business Support

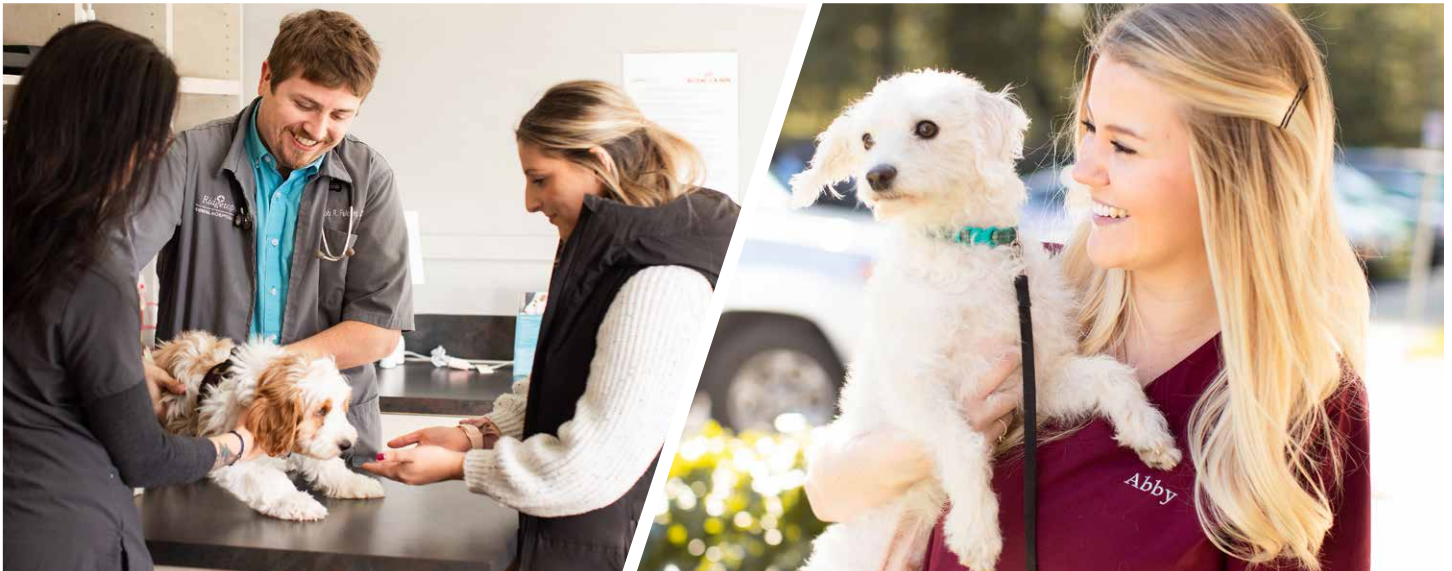
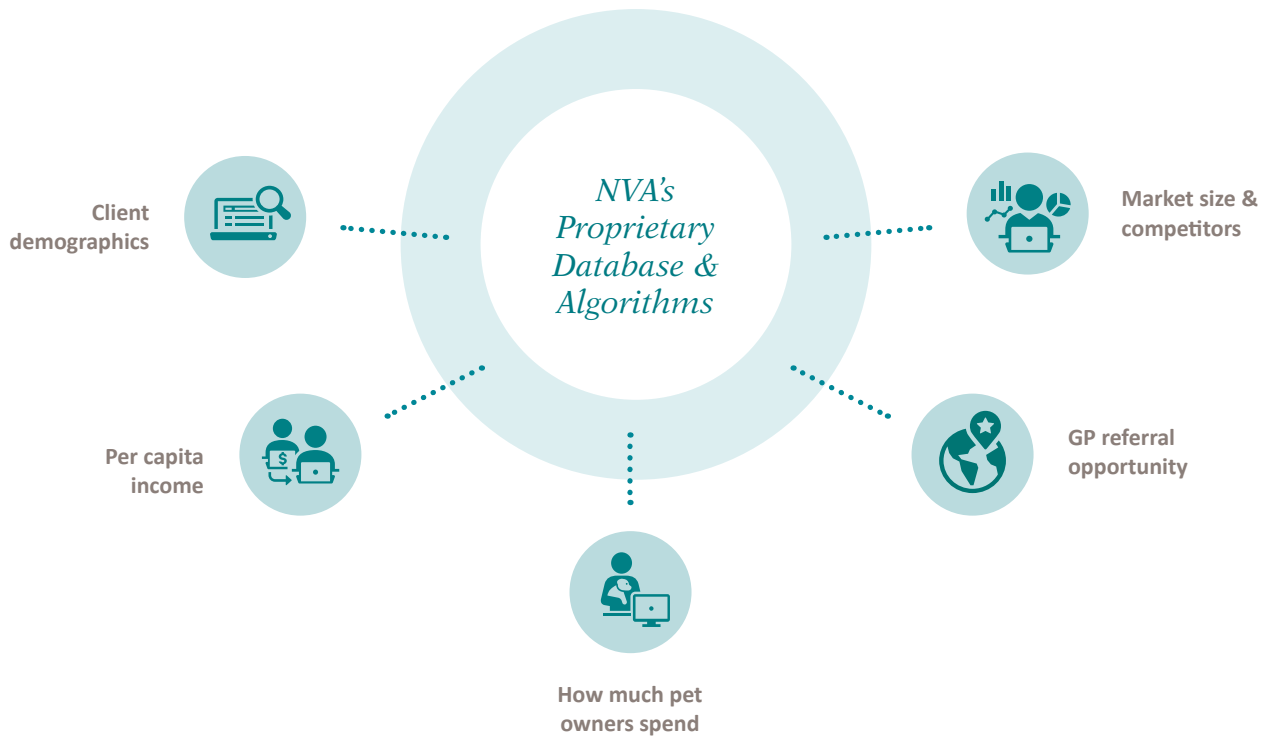
Together, NVA's Specialty+ER support teams and practices have built programs to help practices realize double-digit, year-over-year growth.

## Growing practices with new site openings, specialty additions and increased referral potential:

NVA's Specialty+ER teams have helped hospitals add new locations, expand to new areas and identify referral opportunities in their own neighborhood.

By leveraging our proprietary Market Demand Tool (MDT), we can estimate how much revenue local hospitals refer, the optimal locations for future expansion and the best specialties to add to existing practices based on market demand. You can be confident in your decisions, as they are backed with market knowledge and data not available anywhere else, proven to successfully drive double digit growth for participating hospitals.

## NVA Market Demand Tool





**Considering your options?**

**Contact NVA to discuss the possibilities  
for the future of your practice.**

**Learn how to maximize your value as you plan for the years ahead.**

## **About NVA**

NVA has more than 1,000 partnerships in the US, Canada, Australia, New Zealand and Singapore. Our veterinarians provide a full range of medical and surgical services, and our passionate, visionary local hospital and pet resort leaders embody NVA's unique entrepreneurial spirit. Our mission is "to improve the comfort and well-being of pets by providing progressive and compassionate care" and we are a community unified by the love of animals and the people who love them.

TO LEARN MORE ABOUT NVA

VISIT OUR WEBSITE AT [NVA.COM](http://NVA.COM) EMAIL US AT [INFO@NVA.COM](mailto:INFO@NVA.COM) OR CALL US AT 888.767.7755

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