



Saving a beloved veterinary hospital from the brink of DEA disaster.

Challenge

In late 2019, Columbia Veterinary Hospital (CVH) was on the brink of losing its DEA registration and potentially its entire practice. Facing multiple controlled substance compliance violations and the DEA on its doorstep, the practice was desperately seeking help.

Solutions

CVH contacted CUBEX, the leader in veterinary narcotics safety and inventory management products and process solutions, for help overhauling their inventory processes. CUBEX then advised CVH to contact The TITAN Group for assistance with the outstanding DEA and U.S. Dept. of Justice investigations.

Results

The Titan Group helped reduce CVH's potential fines by 92%, a savings of \$325,000. And, by helping them avoid the loss of their DEA registration, protected more than \$1M in annual revenue. By fully automating all CVH's DEA-mandated reports, CUBEX was able to improve overall efficiency by 94%.

Located a stick's throw from the Columbia River in Astoria, Oregon, the Columbia Veterinary Hospital has operated under one philosophy for more than 30 years: "Put the wellbeing of pets above the income of the clinic and treat customers like family." But when the hospital was on the verge of being shut down by the DEA for a number of violations, that pledge was put at risk.

"The CVH folks run a great practice and their customers love them," says Jack Teitelman, TITAN Group CEO. "But they had gotten so busy that some of the required compliance responsibilities got taken for granted." These included failure to appropriately record info on DEA Form-222s, failure to appropriately record acquisitions to inventory, failure to keep and maintain complete and accurate dispensation records and failure to produce a biennial inventory.

Facing tough consequences, CVH reached out to CUBEX to help them improve inventory management processes. CUBEX suggested they also contact TITAN to help them with the pending DEA investigations.

"We needed quite a bit of help," recalls Matthew Zedwick, co-owner of CVH.

TITAN immediately sent two diversion investigators to meet with Matt and his wife, Kristin, the hospital's DVM. TITAN conducted a thorough and proprietary veterinary audit, evaluating the management and oversight of controlled substances at the hospital, while specifically focusing on the correction of the issues noted by the U.S. Department of Justice.

"The entire audit only took two days," Teitelman says. "Our investigators were actually able to identify and remediate issues right there."

The audit confirmed the already-cited DEA violations and revealed additional oversights to safety, efficiency, and potential threats to cash flow within the hospital. TITAN was able to implement on-site remediation of:

- Record Keeping
- Inventory Management
- Ordering/Receiving/Dispensing of Controlled Substances
- Veterinary Facility Security
- Controlled Substances Storage Security
- Waste Disposal
- Employee Hiring and Screening
- Standard Operating Procedures



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Jack Teitelman,
TITAN Group CEO.

“During a DEA audit, risks to safety, efficiency and ultimately your livelihood aren’t comprehensively addressed by the DEA,” Teitelman explains. “That’s why it’s important to periodically assess your own business practices.”

Recalls Zedwick: “The experience TITAN Group brings is unmatched. They saved us from a serious financial headache!”

Prior to the TITAN audit, CVH faced potential fines of \$350,000. Through their willingness to work with both TITAN and CUBEX, DEA fines were reduced to just \$25,000. TITAN also helped CVH streamline facility-wide controlled substance policies and procedures, improved time to detect loss or theft by 100% and now provides continuous compliance oversight to avoid future problems.

“We were extremely pleased with TITAN’s service,” Zedwick says. “And we were very happy to continue support services moving forward.”

After the audit, CVH had CUBEX install a state-of-the-art MiniPlus smart cabinet, a comprehensive solution for DEA-compliant storage, dispensing and management of controlled substances. In addition to improving overall efficiency by 94%, it also dramatically improved staff safety and accountability by implementing single-item access (one drug at a time) and a witness feature.

“CUBEX has been a wonderful addition to our practice,” Zedwick says. “It’s easy to work with and very efficient.”

When it was all said and done, TITAN’s remediations, along with the smart cabinet provided a turnkey solution to the DEA violations, restoring CVH’s compliancy and putting it back on track for safety and success in the future.

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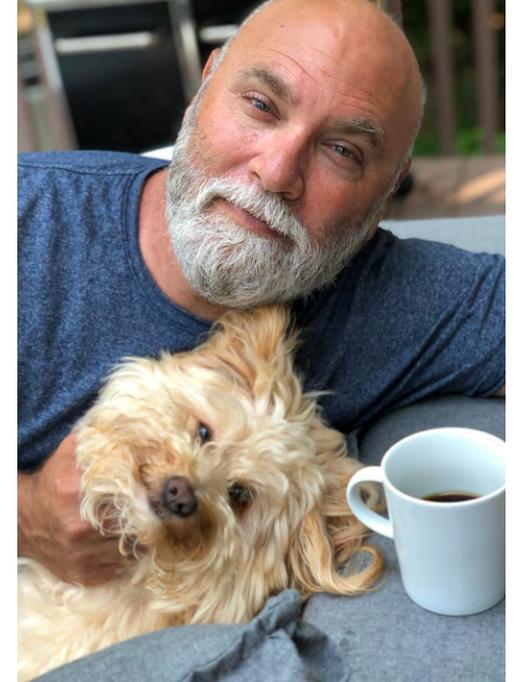
**Matthew Zedwick
Co-Owner
Columbia Veterinary Hospital**

About Titan Group

Founded by retired DEA Supervisory Special Agent, Jack Teitelman, The TITAN Group is a full-service regulatory compliance, drug security and anti-diversion solutions provider. TITAN's team of experts have extensive law enforcement backgrounds at the local, state and federal levels which allows them to offer a full suite of services including audits, inspections, development and implementation of robust procedures to meet DEA requirements, security protocols and training.

Did You Know...

...you can assess your own practice's risk right now? [Click here](#) and take the FREE TITAN Risk Assessment quiz. It's quick, easy and could potentially save you a lot of hassle.



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TITAN GROUP
info@titangroupdea.com
973.433.3400
titangroupdea.com

CUBEX
sales@CUBEX.com
480.268.7955
CUBEX.com