

# CCMS Town Hall

May 14, 2026

**Jonathan A. Cohen, DVM DACLAM**  
Associate Professor and Director

Center for Comparative Medicine and  
Surgery



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# CCMS Vet Med Staffing Update

## Malissa Mahase, LVT

- ▶ Veterinary Technician specializing in small animal anesthesia
- ▶ Education
  - Associate of Applied Science in Veterinary Technology, *Purdue University West Lafayette*
  - Bachelor of Science in Biology, *University of Guyana*
- ▶ Experience
  - The Schwarzman Animal Medical Center Surgery Department and private practice
- ▶ Skills
  - Advanced anesthesia monitoring and biotechnology
  - Mechanical ventilator setup, operation, troubleshooting
  - Laboratory diagnostics and Point-of-Care Testing

# DEA NEXT STEPS: VENDOR Account Setup

Kamal Bartley , LVT

Laboratory Animal Science OR Supervisor

Dr. Brenton Mays, DVM

Clinical Veterinarian

Dr. Hylton Gordon, DVM

Head of Comparative Surgery



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# What is needed for Vendor Set up

▶ Before you can set up an account and order with one of our approved vendors you will need to have three things

1. **BNE license-**

<https://www.health.ny.gov/forms/doh-4330.pdf>

1. **DEA license-**

<https://www.dea diversion.usdoj.gov/drugreg/registration.html>

2. **Sinai cloud procurement access and Supply chain training-**

<https://mtsinai.sharepoint.com/sites/SinaiCloudTraining2>

# CCMS Vendor Recommendation

- ▶ Patterson Veterinary Supply

Patterson Logistics Services Inc.

925 Carolina Pines Blvd STE B

Blythewood, SC 29016-7926

DEA# RP0349224

BNE# 02A0659

NYS BOARD of Pharmacy# 042238

- ▶ MWI Animal Health

1499 Zeager Road, Suite #2

Elizabethtown, PA 17022

DEA# RM0310540

BNE# 02A0596

NYS BOARD of Pharmacy# 027265

# Patterson Veterinary Account Set up

- ▶ Once you have obtained a DEA and BNE license you can now request to set up your own account.
- ▶ Please use link provided and follow prompts for account set up. Make sure your shipping information you provide on account set up matches the address on you DEA license if not your orders will not be processed:  
[pattersonvet.com/cp/account-request](http://pattersonvet.com/cp/account-request)
- ▶ Once your account set up is request you will receive a onboarding packet with required documentation for account set up.

# Patterson Veterinary Account Set up cont'd

- ▶ Once set up you will receive a ship to number that is specific to your account.
- ▶ This ship to number should be used anytime an order is placed or quote is requested to ensure the order is being made for the correct account.
- ▶ All POs for orders should be sent via email to [pvs.orders.gov-institute@pattersonvet.com](mailto:pvs.orders.gov-institute@pattersonvet.com)
  - orders must have the account holder name and the ship to number in the subject line ie. “Lab name/name on account” and “Ship to number”

# Patterson veterinary Account Set up Reference Guide



**Patterson Veterinary Account Setup Quick Reference Guide  
Mt. Sinai School of Medicine**

## Requesting a Shipping Account

- ❖ Please submit a New Customer Questionnaire here: [pattersonvet.com/cp/account-request](http://pattersonvet.com/cp/account-request)
  - Ensure you provide a unique Shipping Address with any desired building, floor, room number, or Lab Name
  - Provide the appropriate Billing Address for the Mt Sinai Master Billing account  
MT SINAI SCHOOL OF MEDICINE 200138418/100109277  
PO BOX 1622 ACCTS PBLE, NEW YORK NY 10029-6500
- ❖ Once requested, Customer Account Setup will send a customized onboarding packet with required documentation for your account setup to the contact provided
- ❖ Once set up, Customer Account Setup will provide you with your individual account number which should be used for any order placement or quote requests

## Order Placement

- ❖ Any quote request or Purchase Order for placement should be sent to the following email: [pvs.orders.gov-institute@pattersonvet.com](mailto:pvs.orders.gov-institute@pattersonvet.com)
  - Ensure that any Quote or PO requested clearly provides the appropriate account name and number

## Contact Information for Account Assistance

Account Setup: [CustomerAccountSetup@pattersonvet.com](mailto:CustomerAccountSetup@pattersonvet.com),  
Branch Manager: Chris Fuson; [chris.fuson@pattersonvet.com](mailto:chris.fuson@pattersonvet.com)  
Territory Manager: Rick Jaus; [rick.jaus@pattersonvet.com](mailto:rick.jaus@pattersonvet.com)  
Accounts Receivable: Shaina Heald; [Shaina.stottlemver@pattersonvet.com](mailto:Shaina.stottlemver@pattersonvet.com)

# MWI Animal Account Set Up

- ▶ Once you have obtained a DEA and BNE license you can now request to set up your own account.
- ▶ To set up an account you must fill out an online form. Please use link below.  
<https://www.mwiah.com/open-account>
- ▶ Select the Government ,university or research facility account option.
- ▶ After selecting the option mentioned above use the link below and follow the prompts to complete the online account set up.  
<https://www.mwiah.com/open-account/create-a-government-university-or-research-account>

# MWI Animal Account Set Up cont'd

- ▶ After your account has been successfully created you will be informed via email with an individual customer/account number.
  - This number is need to set up online access.
- ▶ To request online access please use the link below.  
<https://www.mwiah.com/modify-account/online-account-access-request#http://mwianimalhealth.cm.ce.abc.ghclients.com/Modify-Account/Online-Account-Access-Request>
- ▶ Once you receive online access you will be able to place orders with the vendor online via PO
  - it is recommended to place the order via phone initially 1800-824-3703.

# Digital Sick Reporting Launch pilot

Chineta Pullin, MS MBA

Manager, CCMS Rodent Breeder  
colony management resource

CCMS Faculty Training Coordinator



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# SOFTMOUSE




*Transitioning Sick Reporting from Paper to Digital*

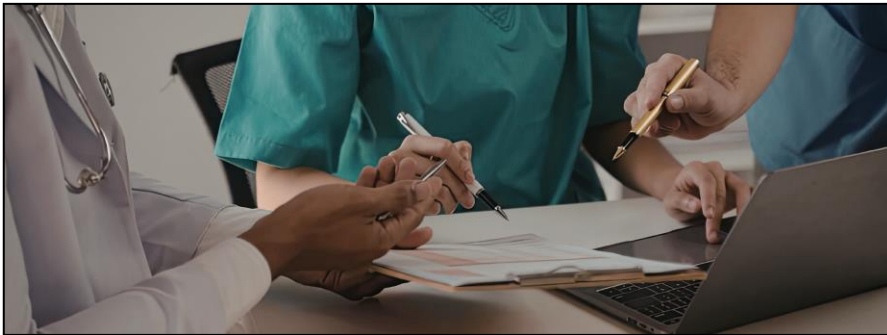
CCMS VetMed Initiative



# INTRODUCTION

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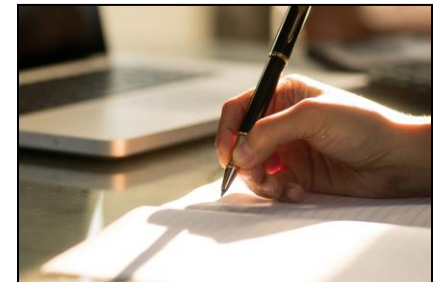
CCMS Town Hall Meeting 



**CCMS currently relies on paper records and email-based communication to document and manage sick animal cases.**

## Currently:

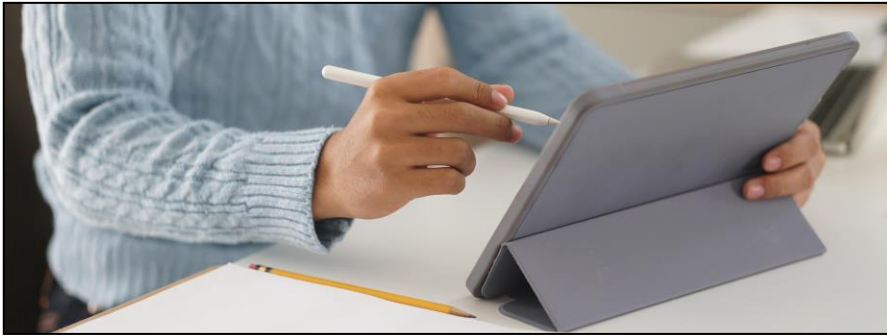
- Paper records
- Email chains
- Fragmented communication
- Difficult archiving/searching
- Manual retrieval during site visits
- Delayed communication between Husbandry, VetMed, and labs



CCMS VetMed Initiative

# WHY CHANGE IS NEEDED

CCMS Town Hall   
Meeting



## Modernizing Sick Animal Reporting & Communication

The implementation of digital reporting tools will help support:

- Enhanced communication
- Centralized documentation
- Improved animal welfare
- Greater operational visibility
- Stronger compliance readiness



CCMS VetMed Initiative

# THE SOLUTION

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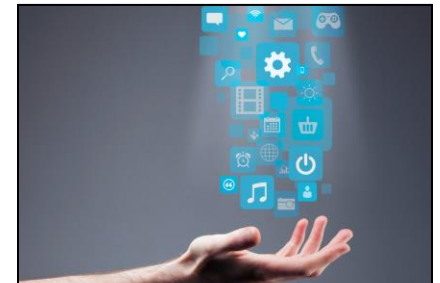
CCMS Town Hall Meeting 



# THE DIGITAL WORKFLOW

*We are piloting a digital solution*

- Digital sick animal reporting system
- Real-time alerts
- Centralized searchable records
- Cage-side reporting
- Streamlined communication to VetMed and labs



**CCMS VetMed Initiative**

# PILOT STRATEGY

## WHAT WE'RE LAUNCHING

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CCMS Town Hall  
Meeting



## HERE'S HOW IT WORKS

- *Centralized digital reporting system*
- *Real-time notifications to VetMed & labs*
- *Standardized evaluation and documentation*
- *Records stored and searchable within the system*

*This creates a single, consistent pathway from identification to action, with documentation captured along the way.*

# PILOT STRATEGY

## WHAT WE'RE LAUNCHING

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Brand Guidelines



## HERE'S HOW IT WORKS

- Starting with 5 pilot labs
- Labs selected partly due to existing group emails
- Encouraging labs to adopt group email structure
- Allows scalable communication management

## WHAT LABS WILL SEE

### Research Lab Responsibilities

### PI email notification

## CCMS Town Hall Meeting



Treatment Plan

To be performed by \*  
Lab

Plan  
Lab will treat

Description \*  
Paragraph B I U X X' A  
we will remove this animal from study in 24hrs

Lab will sac  
Lab will treat  
Request vet med to treat (\$ tech charge)  
Request vet med to sac (\$ tech charge)

: A new sick report SR-4 has been evaluated

SoftMouse.NET <support@softmousesupportdesk>  
To Pullin, Chineta Thu 4/2/2026 1:49 PM

USE CAUTION: External Message.

SR-4

Dear [REDACTED],

This new sick report has been reported and evaluated by.

Please review the report using the above link to register your preferred next steps.

Best regards,  
The MSSM veterinary team

Species: [REDACTED]  
Room: [REDACTED]  
Cage Card Number: [REDACTED]

This is an automated email, please do not reply  
The SoftMouse.NET team

Sick Report SR-2 has been closed due to Euthanized

SoftMouse.NET <support@softmousesupportdesk>  
To [REDACTED] Tue 4/2/2026 1:49 PM

USE CAUTION: External Message.

SR-2

Dear {{principalinvestigator}},

This sick report has been marked as resolved.

- Reason: Euthanized

Best regards,  
The MSSM veterinary team

Species: Mouse  
Cage Card Number: 123456  
Protocol Number: 22-8898

This is an automated email, please do not reply  
The SoftMouse.NET team



# FUTURE EXPANSION VISION



- Pilot phase through August
- Evaluation for broader CCMS implementation
- Exploration of additional digital reporting workflows

Jonathan Cohen, DVM, DACLAM  
Scientific Director

Chineta Pullin, MS; MBA  
Research Program Director

# CCMS Colony Management Program

Mismanaged rodent colonies equals wasted grant money \$\$\$\$

Let us help you control your mice

\$1.41 per diem (Includes)

- Setting breeders
- Checking for plugs
- Weaning

- Packing animals for shipment

- Collecting tail or ear biopsy for genetic analysis

- Colony information is uploaded to Softmouse database

# **Mount Sinai 2024 AAALACi Site Visit Preparation and Guidance**

**Jaclyn Steinbach, BVetMed (Hons) MRCVS  
Assistant Director, Center for Comparative  
Medicine and Surgery (CCMS)**

**Town Hall Meeting**

**May 14, 2026**



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# What is AAALACi?

Private, nonprofit organization that enhances life sciences through the promotion of humane and responsible treatment of animals used in research, teaching and testing through voluntary accreditation and assessment programs

Works with institutions and researchers to serve as a bridge between progress and animal well-being. Through the accreditation process in which research programs demonstrate that **they meet the minimum standards required by law, and are also going the extra step to achieve excellence in animal care and use**

# Benefits of Accreditation ...

- **Provides a confidential, third-party peer review**
- **Promotes scientific validity**
- **Represents quality**
- **Demonstrates accountability**
- **Assures funding sources**
- **Helps recruit quality research faculty**
- **Shows a real commitment to humane animal care**

# The Process

**Anticipated site visit: Q1 2027**

- **AAALACi evaluates the entire “program”**  
**which includes:**
  - **Institutional commitment**
  - **IACUC function**
  - **Husbandry programs**
  - **Veterinary care programs**
  - **Occupational health and safety programs**
  - **Record keeping**
  - **Animal Facilities**
  - **Research Laboratories**

# What Do Site Visitors Do While They Are Here?

- **Review the ISMMS “Program Description” before arriving**
- **Meet with IO, IACUC, CCMS, EHS, Engineering, & Investigators**
- **Tour all animal facilities and satellites**
- **Tour Investigator laboratories where animals are used**
- **Evaluate supporting documentation of program operation (i.e. records)**



# What Should I Do To Prepare?

- **Continue normal laboratory activities**
- **Review current protocols**
- **Contact IACUC or CCMS with questions**
- **Be prepared to answer questions **CORRECTLY****

# Likely Questions

- Describe the animal procedures conducted in the lab.
- Are the animal procedures described in your protocol?
- Has everyone in the lab read the protocol?
- What training did you receive regarding the animal procedures you are conducting (by the PI, IACUC, CCMS)?

# Likely Questions

## ➤ Social Housing

- Are your animals housed socially?
- If not, do you have IACUC approval (scientific justification) to house animals singly
- IACUC protocols should be amended to ensure compliance



## Single Housing

Date: \_\_\_\_\_ Tech Initials: \_\_\_\_\_

CC#: \_\_\_\_\_ PI: \_\_\_\_\_

Date: \_\_\_\_\_ Lab Initials: \_\_\_\_\_

Singly housed animals must be resolved within 72 hrs of the tag date.

Identify below the IACUC approved reason for Single Housing.

- Scientific Justification
- Socially Incompatible
- Only Female/Male in the Litter
- Pregnant Female
- Male Breeder
- Other: \_\_\_\_\_

# Likely Questions

## ➤ **Survival Surgery**

- Is the area dedicated for surgical procedures, free of clutter, and sanitizable?
- Describe aseptic technique (animal prep, surgeon prep, instrument prep – sterile gloves, prep area, surgical area)
- For guidance, review IACUC Policies **#5 and #6**

## Guidelines for Aseptic Technique for Rodent Survival Surgeries



### Recommended:

- Surgical gowns
- Sterile gloves
- Masks
- Hair bonnets



- Drape placement over the surgical site is recommended
- Instruments must always be placed on a sterile field



- Instruments should be re-sterilized using a glass bead sterilizer between each surgery
- Instruments must be allowed to cool prior to applying them to the skin or other tissues

## Guidelines for Aseptic Technique for Rodent Survival Surgeries

Review the IACUC Policy on Rodent Survival Surgery for further details.

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### **SURGICAL AREA**

- Designated clean, clutter free, and isolated space
  - Clean and disinfect the surface with a disinfectant prior to each surgery
  - Separate areas for prep, surgery, and recovery
  - Adequate light for the surgery and a heat source for the animal are provided
- 

### **PATIENT PREPARATION**

- Prepare the animal in an area separate from the surgical site
  - Remove hair from the intended surgical site
  - Place ophthalmic ointment in the eyes
  - Transfer animal to surgical area and position animal with tape
  - Scrub surgical area with chlorhexidine or povidone-iodine and alcohol, 3X
- 

### **PREPARATION OF SURGEON, INSTRUMENTS AND STERILE FIELD**

- Ensure appropriate instruments have been sterilized
- The use of surgical gowns, sterile gloves, masks and hair bonnets are recommended
- Drape placement over the surgical site is recommended
- Instruments must always be placed on a sterile field
- If performing multiple surgeries, between each surgery:
  - New gloves should be donned
  - Instruments should be re-sterilized using a glass bead sterilizer

# Which space is appropriate for aseptic survival surgery?

Here?



Or Here?



# Likely Questions



## ➤ Survival Surgery

- Analgesic agents?
  - Expiration date & pharmaceutical grade
  - Administration schedule & records documenting use
  
- Post-operative monitoring
  - Animals monitored for appropriate recovery
  - Records documenting monitoring according to approved protocol

# Likely Questions

- **Survival Surgery –survival and non-survival**
  - Anesthetic machine (on maintenance program, how is waste gas scavenged, F/Air canisters weighed, high pressure tanks secured)



# VAPORIZER Maintenance Program

**FREE! FREE! FREE!**

**Early December – more details to follow**

- **Bring your vaporizers to Annenberg 26<sup>th</sup> floor**
- **Please contact Kamal Bartley or myself if you are interested or have any questions.**
- **Kamal.Bartley@ccms.edu or Jaclyn.Steinbach@mssm.edu**

# Likely Questions

## ➤ **Controlled Substances**

- Secured
- Logs of usage, running balance

## ➤ **Non-pharmaceutical grade agents**

- Justified and approved in protocol
- Methods used for preparation and sterility



# Likely Questions



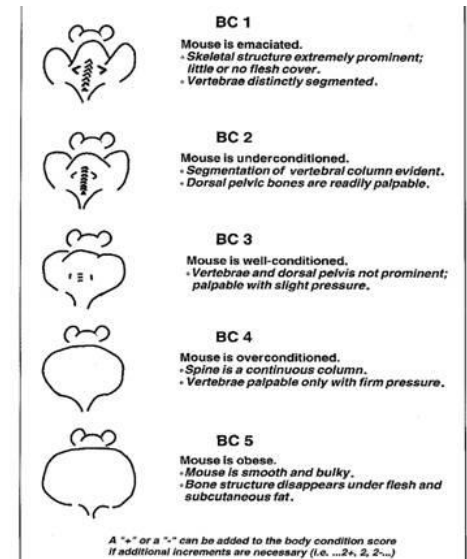
## Veterinary Services

- Do you know how to contact your veterinary technicians and veterinarians?
- Do you have emergency contact information available so that you can be contacted 24/7?

# Likely Questions

## ➤ Humane Endpoints

- What are they for your study?
- Are they indicated in the approved protocol?
- Are animals monitored and euthanized according to protocol?
- Are monitoring records archived and available for review?



# Likely Questions

## ➤ Euthanasia

- How are animals euthanized?
  - What verification methods are used
- Guillotine- how often is it sharpened?
- CO<sub>2</sub>- How is it administered?
- How are animal carcasses disposed?

## \*\*\*\*\*CO2 Euthanasia of Rodents\*\*\*\*\*

This CO2 unit has been fitted with an adjustable flowmeter.



1. Turn on the CO<sub>2</sub> canister valve (A). Look for a pressure reading.

2. Turn (B) to adjust the flowmeter to the appropriate flow listed below.

Mouse cage	2.5-5 LPM
Rat cage	10-15 LPM

3. Respiratory arrest usually takes **3 or more minutes**. After 3 minutes, check for respiratory and cardiac arrest and then maintain the animal under CO<sub>2</sub> for at least 1 additional minute after respiratory and cardiac arrest. In accordance with IACUC policy, death of the animal must be confirmed by physical examination or by an adjunctive physical method (cervical dislocation or bilateral thoracotomy).

4. Following death, the flowmeter and gauge should all be turned to the off position.

# Likely Questions

## ➤ **Animal Transport**

- How are animals transported to the lab?
- Are animals transported through common corridors/elevators?
- Are animals concealed during transit?



# Likely Questions

## ➤ **Animal Concerns**

- If one had an animal use concern, how would it be reported and to whom?
- Is there an anonymous method of reporting concerns?
- Does the university have whistleblower protection for people who report animal concerns?



# Likely Questions

- **Satellite facilities ( PI maintained housing)**
  - Is the use of a satellite justified with IACUC approval?
  - Are animals observed and provided husbandry care daily?
  - Are husbandry records kept/available for review?
  - Are CCMS veterinarians contacted if animals exhibit sickness or disease?
  - Are SOPs in place for cleaning facility/equipment?
  - Are you familiar with the institutional disaster plan for satellite locations?



# Likely Questions

**Only address questions about issues for which you are responsible!**

➤ **It's ok to say:**

- 'I'm not the person who performs that surgery, procedure, euthanasia, monitoring....etc.'
- 'I don't know the answer to that, but I'll get back to you before the visit is over.'

# Take Away

**The site visit should be a positive experience and an opportunity to demonstrate the integrity of our program.**

# Questions?

**Visit our website for more helpful information!**

**[icahn.mssm.edu/research/ccms](http://icahn.mssm.edu/research/ccms)**

