

**STATE OF MARYLAND
DEPARTMENT OF AGRICULTURE
BEFORE THE STATE BOARD OF VETERINARY MEDICAL EXAMINERS**

IN THE MATTER OF:

MONICA KAISER, DVM
LICENSE NO. 5048

DOCKET NO. 24-111

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CONSENT AGREEMENT AND ORDER

This Consent Agreement and Order (“Consent Agreement”), dated this 26th day of August 2025, is between the State Board of Veterinary Medical Examiners (“SBVME” or “Board”) and Monica Kaiser, DVM (“Dr. Kaiser”), License No. 5048. This Consent Agreement resolves a case arising from a complaint filed with the SBVME on June 20, 2024 (assigned Docket No. 24-111), alleging that Dr. Kaiser did not satisfy the Veterinary Practice Act, Md. Code Ann., Agric. §§ 2-301 – 2-316 and related Code of Maryland Regulations (“COMAR”) 15.14.01 – 15.14.17, as set forth herein.

On August 13, 2025, Dr. Kaiser, having been advised in writing regarding her due process rights and while represented by legal counsel, agreed to resolve this case under the terms and conditions reflected in this Consent Agreement. By signing this Consent Agreement, Dr. Kaiser agrees to waive her right to formal proceedings in this case, including the issuance of charges and a hearing. She further agrees to the terms and conditions of this Consent Agreement.

Under Maryland law, the SBVME is the licensing authority responsible for regulating the practice of veterinary medicine in this State, which includes filing disciplinary actions against veterinarians charged with not satisfying the provisions of the Veterinary Practice Act and related COMAR regulations adopted under this law. As part of its authority, the SBVME "may refuse, suspend, or revoke any application or license, and censure or place on probation any licensee ... if the veterinarian ... [f]ails to comply with Board rules and regulations after receiving a license." Md. Code Ann., Agric. § 2-310(8). The Board may also impose a civil penalty of not more than \$5,000 for a first offense or \$10,000 for a second or subsequent

offense, in addition to or instead of suspending or revoking a veterinarian's license. Agric. § 2-310.1. When setting the amount of a civil penalty, the Board shall consider the severity of the violation, the violator's good faith, any history of prior violations, and the Board's established civil penalty standards. Md. Code Ann., State Gov't. § 10-1001(b); COMAR 15.14.11 (Civil Penalty Standards for Veterinarians).

FINDINGS OF FACT AND CONCLUSIONS OF LAW

By entering and signing this Consent Agreement after having had the opportunity to seek the advice of legal counsel, Monica Kaiser, DVM, License Number 5048, agrees to the provisions of this Consent Agreement, acknowledging that the SBVME has sufficient evidence to find as fact, and to conclude as a matter of law that she did not satisfy COMAR 15.14.01.10 (Record Keeping) as described below:

1. Dr. Kaiser is a veterinarian licensed to practice in Maryland, where she has been licensed since 1999. She has no history of discipline with this Board.
2. At the time of the events described herein, Dr. Kaiser was the owner and responsible veterinarian at Bay Hills Animal Hospital ("BHAH" or "Hospital") (License No. 02-028), located at 1292 Bay Dale Dr, Arnold, MD 21012.
3. This case involves the care Dr. Kaiser provided to Harley, a 10-year-old neutered domestic short-hair cat owned by Karen Keating ("Ms. Keating"). On May 26, 2023, Ms. Keating adopted Harley from Anne Arundel County Animal Control ("AACAC") (License No. 02-001 ACF). Harley had a history of diabetes mellitus, and according to Ms. Keating, he was taking U-100 Lantus insulin when she adopted him.
4. On June 2, 2023, Ms. Keating took Harley to BHAH for an initial examination, which Dr. Kaiser performed. Dr. Kaiser noted bilateral mucoid nasal discharge and referred upper airway congestion. According to Dr. Kaiser, Ms. Keating told her during this visit that Harley was taking 4 units of an unknown brand of insulin, twice daily. At his appointment, Harley was found to be extremely hypoglycemic with a blood glucose of 45 mg/dl.
5. During this June 2, 2023, visit, Dr. Kaiser recommended outpatient treatment for Harley because Harley was bright and alert. Dr. Kaiser administered subcutaneous fluid and a Convenia injection for a

possible upper respiratory infection. She also recommended a diabetic management diet for Harley. Dr. Kaiser instructed Ms. Keating to stop Harley's insulin and bring him back in 2-3 days for a blood glucose check. Dr. Kaiser also instructed Ms. Keating to bring a bottle of Harley's insulin to the next appointment, because Ms. Keating could not identify the brand name and concentration of the insulin Harley had been receiving.

6. Three days later, on June 5, 2023, Ms. Keating returned to BHAH with Harley for a recheck. Harley's blood glucose was 398 mg/dl. Dr. Kaiser told Ms. Keating to restart Harley's insulin at two units twice daily and reminded her of the importance of following all dosing instructions. Ms. Keating did not bring Harley's insulin with her to the appointment, as had been requested. Dr. Kaiser asked Ms. Keating to call the BHAH office with the name of the insulin Ms. Keating was using for Harley.

7. The medical records for Harley have an entry which states "Lantus," written below the notes from the June 5, 2023, visit. According to Dr. Kaiser, Ms. Keating called the hospital and stated that Harvey was receiving Lantus, which is a U-100 insulin. However, the records do not reflect the date or time of this call or the identity of the person with whom Ms. Keating spoke.

8. On June 27, 2023, Ms. Keating returned to BHAH with Harley for a glucose curve, which showed that Harley's blood glucose levels were still high. A BHAH staff veterinarian, whose name is not identified in the medical records, recommended increasing Harley's insulin, which was identified as Lantus, to 2.5 units twice daily and rechecking his fructosamine level in three weeks. Harley was continued on a diabetic management diet.

9. On July 22, 2023, Ms. Keating took Harley to BHAH for sneezing. Dr. Kaiser did not see any nasal discharge or congestion during her physical examination. Harley's fructosamine level was checked. Dr. Kaiser noted that Harley's glucose was in "fair control." As for Harley's sneezing, Dr. Kaiser noted that he had an allergy or inhalant irritant and recommended Imugin if the sneezing continued.

10. Other facts related to this July 22nd visit are disputed. According to Dr. Kaiser's written statement to the Board, Ms. Keating asked for more needles and specifically requested U-40 insulin syringes during this appointment. Ms. Keating denies this. Dr. Kaiser claims that she questioned Ms. Keating about this

request, because Ms. Keating previously reported that Harley was on Lantus U-100, which requires U-100 syringes. According to Dr. Kaiser, Ms. Keating was adamant that Harley was on U-40 insulin, so she dispensed the U-40 syringes. Ms. Keating, on the other hand, claims that she did not think U-40 syringes were appropriate. Ms. Keating returned to BHAH on July 27, 2023, because she was confused about the correct syringe to use when administering Harley's insulin. Dr. Kaiser noted in the record that Ms. Keating was using U-100 syringes with U-40 insulin but did not identify the brand of U-40 insulin she thought Ms. Keating was using. Dr. Kaiser contends that she had a lengthy discussion with Ms. Keating regarding insulin concentration and correct syringes. Dr. Kaiser advised Ms. Keating to reduce Harley's insulin dose using correct syringes.

11. On August 3, 2023, Ms. Keating took Harley to Anne Arundel Veterinary Emergency Center ("AAVEC") (License No. 02-00248) for seizures. According to AAVEC's medical records, Ms. Keating informed the AAVEC veterinarian that Harley had previously been on Levemir insulin (2 units twice daily) using a U-100 syringe, but the dose had been changed to three units of Levemir twice daily using a U-40 syringe two weeks before the visit. Levamir should be used with U-100 syringes, not U-40. AAVEC's medical records indicate that Ms. Keating was administering a higher insulin volume than advised during the July 27th visit.

12. Harley's blood glucose was 94 mg/dl on that date. The AAVEC veterinarian administered diazepam intravenously ("IV") and dextrose IV. The AAVEC veterinarian "strongly suspected that Harley's insulin needs have decreased and/or the change in needle type has effectively increased the insulin amount that he has been actively receiving." The AAVEC veterinarian recommended overnight hospitalization for IV dextrose and blood glucose monitoring.

13. On August 4, 2023, Harley was discharged from AAVEC with written instructions to administer two units of Levemir twice daily using a U-100 syringe.

14. On June 20, 2024, Ms. Keating submitted a complaint to the SBVME against Dr. Kaiser, in which she alleged that Dr. Kaiser did not manage Harley's diabetes appropriately, causing him to have seizures.

15. The Board opened a case and conducted an investigation.

16. As part of the investigation, Dr. Kaiser submitted a response, denying liability and expressing her belief that Ms. Keating was not consistent with Harley's insulin dosing and administration. Dr. Kaiser denied that Ms. Keating was advised to use a mismatched syringe to insulin for Harley. Dr. Kaiser further detailed how Ms. Keating was educated on multiple occasions by herself and her staff that insulin type and syringes must match.

17. Following its review of the case, the Board identified deficiencies in Dr. Kaiser's record-keeping. COMAR 15.14.01.10A (Record Keeping) requires, for a companion pet animal, that a veterinarian prepare a legibly written record that **accurately and thoroughly** reflects the treatment provided, including the progress and disposition of the case (emphasis added). Among other things, the regulations require the veterinarian to record information about the animal's physical condition at the beginning of custody. *See* COMAR 15.14.01.10A(6).

18. In this case, Dr. Kaiser's records were missing information. While Dr. Kaiser contends she performed a complete physical examination of Harley during his "new patient" visit on June 2, 2024, she did not document all findings from her complete physical examination in the records. Dr. Kaiser's entry for this date stated: "O – PE – mucoid nasal discharge, bilaterally. Congested. Ocular exam NSF H/L refractile upper airway congestion. ABD – NSF." Important information, including Harley's temperature, pulse, and respiration, was not documented in the records.

19. Dr. Kaiser's notes from Harley's July 22, 2023, visit contain few physical exam findings. The conversations on that date between Dr. Kaiser and Ms. Keating about whether Harley was receiving U-40 insulin and the circumstances leading to Dr. Kaiser's decision to dispense U-40 syringes for Harley, are not documented.

20. For Harley's July 27, 2023, appointment, the records lack clarity about what insulin and syringes Ms. Keating reported using, and why Dr. Kaiser concluded that Ms. Keating had been using U-100 syringes with U-40 insulin (as opposed to administering Lantus, a U-100 insulin and the only brand Ms. Keating ever identified, with the U-40 syringes Dr. Kaiser dispensed at the previous visit). Overall, a reviewer cannot ascertain based on these records alone what insulin or syringes Ms. Keating reported using or what

efforts Dr. Kaiser made to ensure that the brand of insulin being administered to Harley matched the syringes being used.

21. Finally, in her response to the SBVME, Dr. Kaiser emphasized that she or her staff had attempted to obtain Harley's medical records from AACAC to verify the type of insulin prescribed for Harley but did not receive the records for many weeks. The BHAH medical records do not specify what actions were taken to obtain those medical records, including the dates of each request and the person making the request.

Considering the facts and circumstances, the veterinarian's lack of disciplinary history, and her acceptance of responsibility and good faith cooperation in resolving this matter, the Board concluded that the most reasonable and appropriate resolution includes the sanctions set forth below.

ORDER

Based on the foregoing Findings of Fact and Conclusions of Law, it is ORDERED by the State Board of Veterinary Medical Examiners that:

- (a) For not satisfying COMAR 15.14.01.10A (Record Keeping) by not documenting the progress and disposition of the case, including not recording physical examination findings, including temperature, pulse, and respiration in the record, Dr. Kaiser is assessed a civil penalty of \$800 (first offense);
- (b) Dr. Kaiser shall pay the civil penalty within sixty (60) days from the date of this Consent Agreement by check payable to the Maryland Department of Agriculture ("MDA") with the notation "SBVME – 24-111" sent to the MDA at 50 Harry S. Truman Parkway, Room 102, Annapolis, MD 21401 – Attn: Nathaniel Boan;
- (c) As an additional condition of this Consent Agreement, Dr. Kaiser shall complete six (6) hours of continuing education ("CE") consisting of the Legal Requirements of Medical Records course offered by drip.vet or a substantial equivalent pre-approved by the SBVME. To obtain pre-approval for an alternative course, Dr. Kaiser shall provide descriptive information about each course proposed to be taken (using a link,

attached syllabus, or other documentation) by email to Nathaniel Boan, Executive Director, at Nathaniel.boan@maryland.gov;

- (d) The CE shall be completed, and verification of completion provided to the Board within sixty (60) days from the date of this Order, with verification sent by email to Nathaniel Boan, Executive Director, at nathaniel.boan@maryland.gov. Proof from the CE provider shall include the veterinarian's name, the number of hours of CE completed, the topics covered, and the date(s) the CE was given. This CE may not be counted toward the 18 credit hours required annually for re-registration of the veterinary license; and
- (e) This Consent Agreement is a public document.

WITNESS the hand of the State Board of Veterinary Medical Examiners, State of Maryland,
this 26th day of August, 2025.

STATE BOARD OF VETERINARY
MEDICAL EXAMINERS



Patricia Crankshaw-Quimby, CAWA
Vice-President
State Board of Veterinary Medical Examiners
Maryland Department of Agriculture

CONSENT

I, Monica Kaiser, DVM, acknowledge that I have had an opportunity to consult with and retain counsel before entering into this Consent Agreement. By this Consent, I hereby acknowledge the legal authority and jurisdiction of the Board to issue and enforce this Consent Agreement. To resolve this matter, I agree to accept and submit to the foregoing Consent Agreement, consisting of eight (8) pages, including this Consent. I sign this Consent Agreement without reservation, as my voluntary act and deed, after having had the opportunity to consult with counsel. I fully understand and comprehend the language, meaning, and terms of this Consent Agreement.

Date:

8-29-2025

Monica Kaiser, DVM

Monica Kaiser, DVM