

NORTHWESTERN CONNECTICUT COMMUNITY COLLEGE

COURSE SYLLABUS, Spring 2018

Course Title: Veterinary Office Management and Communications **Course #:** VET*102

Course Description: This course is intended to introduce the student to office procedures and business practices related to private veterinary practices. A large portion of the course focuses on the communication skills needed in the various situations encountered in the veterinary environment. (3 credits).

Pre-requisites:

1. BIO*121 General Biology with a grade of "C" or above
2. CHE*111 Concepts of Chemistry with a grade of "C" or above
(Above courses must be college level courses with a grade of "C" or above and taken within 5 years prior to entering the program)
3. MAT*137 Intermediate Algebra or equivalent
4. CSA*105 Introduction to Software Applications OR satisfactory score on placement exam

Goals: Upon completion of this course, the veterinary technician student will have a basic understanding of how to function within the veterinary office from a business (non-science) perspective.

Outcomes: Upon completion of this course, the student should be able to:

Note – some of these we'll discuss in class, some of these we'll "role play" in class and some of these you'll read about in the lectures and/or class notes but we may not talk about them specifically in class.

- Schedule appointments through phone and in-person contact:
 - Properly record client's name, pet's name, contact information and reason for visit in appointment book
 - Properly schedule appointment according to client's and facility's availabilities
 - Properly block appropriate amount of time needed for visit
 - Properly triage patients based on the patient's need to be seen or the client's perception of need to be seen into three categories – immediate, same day or elective
- Admit patients:
 - Correctly identify and verify client and pet
 - Properly make appropriate notation on appointment book
 - Properly locate client's and/or patient's chart, based on facility's filing system
 - Properly update client's chart with current contact information and appropriate forms (i.e. exam sheets, consent forms)
 - Properly place chart in appropriate location in facility, based on facility's procedures
- Discharge patients:
 - Properly verify that all treatments and/or medications were given based on doctor's report
 - Properly verify that all prescriptions are prepared
 - Properly prepare appropriate discharge papers and after-care instructions for patient (i.e. post-operative information, discharge instructions)
 - Properly review information with client, verbally and reviewing written information
 - Properly prepare invoice and charge out client
 - Properly release clean patient to client
 - Properly schedule re-check appointment when/if appropriate
- Recognize and respond appropriately to veterinary medical emergencies:
 - Properly be able to recognize and identify clinical signs of shock, respiratory distress, poisoning, trauma and other common pet emergencies

- Properly ask client for client's name, pet's name and brief explanation of what happened
- Properly locate client's chart
- Properly place animal in treatment area, advising treatment staff and doctor of situation
- Properly prepare chart with appropriate exam forms as used by facility
- Properly gather patient history and details from client
- Properly prepare appropriate treatment authorization forms
- Create and maintain client and patient records:
 - Develop computer skills
 - Be able to utilize common veterinary management software programs
 - Be familiar with veterinary on-line services
- Prepare client and patient information sheets:
 - Properly obtain and verify client's name (first, last)
 - Properly obtain and verify client's address (physical and mailing)
 - Properly obtain and verify client's phone number
 - Properly obtain and verify client's alternative phone numbers (work, cell)
 - Properly obtain and verify pet's name and signalment
- Prepare patient exam sheets:
 - Properly record client's name
 - Properly record client's identification number
 - Properly record pet's name
 - Properly record pet's signalment
 - Properly record current date
 - Properly record reason for visit
 - Properly record physical exam findings
 - Properly record exam reports (i.e. treatment, prescriptions)
 - Properly record surgical reports
 - Properly record phone conversations
- Prepare certificates:
 - Properly record owner's name and address
 - Properly record hospital's name and address
 - Properly record pet's name
 - Properly record pet's signalment
 - Properly record date of vaccinations
 - Properly record type of vaccinations
 - Properly record expiration of certificate (when applicable)
 - Properly obtain doctor's signature
- Demonstrate understanding of regulations governing maintenance of controlled substances logbook:
 - Correctly name the organization that regulates controlled substances in the United States
 - Correctly describe how to properly store controlled substances in a veterinary practice
 - Correctly describe the proper use of a controlled substances log when filling prescriptions
 - Correctly describe the proper procedures to follow when disposing unused, but contaminated, controlled substances
 - Correctly describe the procedures used to transfer controlled substances between facilities
 - Correctly state how frequently controlled substances must be inventoried by Federal and State Law and describe the inventory procedure that must be performed
 - Correctly identify controlled substances and determine to which Schedule they belong based upon manufacturer's labeling
 - Correctly list five pharmaceutical products used in veterinary practice that are controlled substances
- Demonstrate compliance with all federal regulatory guidelines for drug purchase, storage, dispensing and inventory control:

- Correctly state the appropriate method to store biologics, therapeutics and pesticides in the veterinary practice including products classified as:
 - Over-the counter products
 - Prescription medications
 - Controlled substances
- Correctly describe inventory control management procedures used in the veterinary practice
- Participate in facility management utilizing traditional and electronic media to:
 - Perform basic filing of medical records, radiographs, lab reports, etc
 - Establish and maintain appropriate sanitation and nosocomial protocols for a veterinary facility, including patient and laboratory area
 - Handle routine financial transactions
- Communicate in a professional manner in all formats - written, oral, non-verbal, and electronic:
 - Properly apply understanding of interpersonal skills and team dynamics in all aspects of team dynamics
 - Properly utilize appropriate interpersonal and public relations skills*
 - Demonstrate effective and appropriate telephone etiquette*
 - Recognize the legality of the veterinary-client-patient relationship*
 - Develop and provide client education in a clear and accurate manner at a level the client understands (i.e., oral and written form, including educational handouts)*
 - Apply crisis intervention/grief management skills with clients
- Follow and uphold applicable laws and the veterinary technology profession's ethical codes to provide high quality care to patients:
 - Understand and observe legal boundaries of veterinary health care team members
 - Interact professionally with clients and fellow staff members
 - Demonstrate a commitment to high quality patient care
 - Respect and protect the confidentiality of client and patient information