Wow, what an anticlimactic end to the semester, huh?

Since we won’t have the opportunity to review in class, here are the review questions and answers that would have been in the review Jeopardy game.

Remember that the final is at 9:00 a.m. on Thursday, December 17. It will be 50 multiple-choice questions worth a total of 50 points. I think we’ll use the scantron (fill in the little circle) cards to speed grading. Grades for the class will be posted by noon on December 18.

Email me at Kristi.murdock@kirkwood.edu or call me if you have concerns or questions about the final.

Stay safe, stay warm – see you on Thursday!

At what age should a puppy begin receiving vaccinations?
A. 6 to 8 weeks

How old does a puppy or kitten have to be before receiving a rabies shot that will be recognized by law?
A. 3 months

What is the main reason an animal should be fasted prior to surgery?
A. To prevent aspiration pneumonia

What is pyometra
A. An infected uterus

What is another name for the specific proteins that stimulate the body to produce antibodies against disease?
A. Vaccine

Before you put someone on hold, what question should you ask?
A. Is this an emergency?

Putting yourself in someone else's shoes and trying to understand how they are feeling is called what?
A. Empathy

Mirroring someone's posture and gestures helps you to be "in tune" with them. What is another word for this?
A. Rapport

Name two procedures for which you should obtain a signed authorization form.
A. Surgery, Dental, Euthanasia, Grooming, Anything requiring anesthesia

Name 3 of the 5 stages of grief
A. Denial, anger, bargaining, depression, acceptance

What is the best measurement of a filing system?
A. How long it takes anyone to find a file.
Who owns the medical record?
A. The veterinary hospital.

What are acceptable ways to dispose of purged medical records?
A. Burning or shredding

What must exist between the client and Veterinary before medication can be prescribed?
A. A valid client-physician relationship (VCPR)

What does SOAP stand for?
A. Subjective, Objective, Assessment, Procedure/Plan

What is "The Joint Action By A Group of People In Which Individual Interests are Subordinated to Group Unity and Efficiency"?
A. Teamwork

What is another name for the operating philosophy which directs the growth of a business?
A. Mission Statement

What is the difference between being proactive and reactive?
A. Proactive takes charge and plans before situations occur; Reactive does as told and responds to situations when they occur.

What is the best way to prioritize and keep track of the tasks you must accomplish?
A. A "To Do" list

What is Customer Intimacy
A. Trying to understand and meet the needs of each customer as an individual.

What is the most common reason that computerized inventory numbers aren't correct?
A. Not everything gets removed from the computer when it gets used.

Name one basic principle of inventory control
A. Have things when you need them. Don't have stuff you don't need.

Name one of the three factors that control when and how much to order
A. How long it takes to get here; how long it will take to use up what we have; how much we have to keep on hand "minimum."

Why is inventory control important to a business?
A. Because inventory is the single biggest asset the business has.

What is the most important task in inventory control?
A. Keeping track of what you have on hand at any given point in time.

What's the most important thing to remember when lifting an animal?
A. Bend at the knees to lift, not at the waist.
What is the technical term for an animal that is resisting restraint and generally being hard to handle?
A. "Fractious"

What is the name of the badge used to measure radiation levels on each person?
A. Dosimeter

Describe the safest way to re-cap a needle.
A. Place the cap on the table and use one hand to maneuver the needle, still on the syringe, into the cap.

OSHA stands for
A. Occupational Safety and Health Administration

The phone rings at Furry Friends Animal Hospital. How should you answer it?
A. Furry Friends Animal Hospital, this is [your name here]. How may I help you?