COURSE SYLLABUS

COURSE TITLE: Veterinary Reception and Administration Skills

CATALOG NUMBER: AGV-153

CREDIT HOURS: 3

COURSE HOURS: 48

COURSE DESCRIPTION: Gives the student the skills necessary to function as a receptionist and administrative assistant in a veterinary hospital. Focuses on telephone techniques, medical records, legal aspects of veterinary medical records, vaccination protocols, client communication, dealing with death and euthanasia, the admittance and discharge of patients, financial aspects of veterinary practice and basic practice management principles.

PREREQUISITES: None

INSTRUCTIONAL UNITS: Course and Program Introduction
Unit 101 Building the Veterinary Team
Unit 102 Office and Telephone Procedures and Communications
Unit 103 Introduction to Veterinary Procedures
Unit 104 Client and Professional Relations
Unit 105 Marketing Veterinary Services
Unit 106 Inventory Management
Unit 107 Hospital Revenue, Accounting and Bookkeeping
Unit 108 Hospital Safety

GRADING CRITERIA: Please refer to the course outline for a complete list of grading criteria.

PLAGIARISM POLICY: According to Webster, to plagiarize is “to steal or pass off the ideas or words of another as one’s own. . .to use created productions without crediting the source... to commit literary theft... to present as new and original an idea or product derived from an existing source.”

Kirkwood Students are responsible for authenticating any assignment submitted to an instructor. If asked, you must be able to produce proof that the assignment you submit is actually your own work. Therefore, we recommend that you engage in a verifiable working process on assignments. Keep copies of all drafts of your work, make photocopies of research materials, write summaries of research materials, hang onto Writing Center receipts, keep logs or journals of your work on assignments and papers, learn to save drafts or versions of assignments under individual file names on computer or diskette, etc.

The inability to authenticate your work, should an instructor request it, is a sufficient ground for failing the assignment. In addition to requiring a student to authenticate his/her work, Kirkwood Community College instructors may employ various other means of ascertaining authenticity — such as engaging in Internet searches, creating quizzes based on student work, requiring students to explain their work and/or process orally, etc.
AMERICANS WITH DISABILITIES ACT: Students with disabilities who need accommodations to achieve course objectives must report to Learning Services, Linn Hall 133, as soon as possible.

HAZARDOUS CHEMICALS: Students may be participating in activities within this course which have the potential for exposure to hazardous chemicals. Precautions will be exercised to minimize the risk of exposure. Students are responsible to report immediately to the course instructor all incidents which involve direct exposure to hazardous chemicals to insure follow-up management of exposure.

COURSE COMPETENCIES: Upon completion of this course the student should be able to:
1. Understand and meet the challenge of teamwork.
2. Demonstrate front desk professionalism in a veterinary setting
3. Accurately complete medical records, forms, certificates and filing
4. Demonstrate professional interpersonal communication
5. Explain common vaccinations, surgical procedures, diagnostic tests, and parasite control.
6. Demonstrate professional client relations skills
7. Market veterinary goods and services
8. Manage hospital inventory
9. Demonstrate revenue and financial accounting and bookkeeping
10. Follow OSHA guidelines for hospital and employee safety.

UNIT 101 BUILDING THE VETERINARY TEAM

General Competency: Understand and meet the challenge of teamwork.

General Objective:

101.1 Explain the importance of a mission statement in the delivery of veterinary health care
101.2 Define the elements necessary for successful teambuilding
101.3 Demonstrate effective teamwork through class activities
101.4 Use goal planners and “To Do” lists to help obtain measurable goals
101.5 Understand the concept of customer intimacy
UNIT 102 OFFICE & TELEPHONE PROCEDURES AND COMMUNICATIONS

General Competency: Demonstrate front desk professionalism in a veterinary setting. Accurately complete medical records, forms, certificates and filing.

General Objective:
102.1 Demonstrate your ability to make a good first impression
102.2 Schedule appointments
102.3 Admit and discharge small animal patients
102.4 Correctly complete medical records, forms, and certificates
102.5 Complete and mail reminder notices
102.6 Accurately file records
102.7 Demonstrate telephone courtesy and professionalism
102.8 Complete follow-up phone calls
102.9 Update client/patient files
102.10 Maintain and purge medical records

UNIT 103 INTRODUCTION TO VETERINARY PROCEDURES

General Competency: Demonstrate professional interpersonal communication. Explain common vaccinations, surgical procedures, diagnostic tests, and parasite control.

General Objective:
103.1 Explain the following with confidence:
   A. canine and feline vaccination protocols
   B. canine and feline castration
   C. canine and feline ovariohysterectomy
   D. common parasite control measures
   E. common diagnostic tests
   F. declawing cats
103.2 Answer commonly asked questions regarding small animal care
103.3 Understand common veterinary abbreviations

UNIT 104 CLIENT AND PROFESSIONAL RELATIONS

General Competency: Demonstrate professional client relations skills.

General Objective:
104.1 Understand the dynamics of communication
104.2 Create and maintain rapport using verbal and non-verbal communication.
104.3 Understand how decisions are made and how you can influence those decisions.
104.4 Deliver client education
104.5 List and demonstrate techniques to manage a dissatisfied client
104.6 Demonstrate support with an anxious pet owner
104.7 Outline strategies for handling emergencies
104.8 Empathize with clients who have lost a pet
104.9 List the stages of grief and common behaviors associated with each
UNIT 105  MARKETING VETERINARY SERVICES

General Competency: Market veterinary goods and services.

General Objective:
105.1 Explain the importance of marketing veterinary services
105.2 Develop an understanding of marketing ideas and techniques that can be applied in practice.
105.3 Plan marketing actions.
105.4 Create a Marketing Plan

UNIT 106  INVENTORY MANAGEMENT

General Competency: Manage hospital inventory

General Objective:
106.1 List the components of a veterinary inventory management system.
106.2 Outline the function of an inventory management system
106.3 Maintain an inventory system
106.4 List the hidden costs of inventory
106.5 Know how, when, and how much to order

UNIT 107  HOSPITAL REVENUE, ACCOUNTING AND BOOKKEEPING

General Competency: Demonstrate revenue and financial accounting and bookkeeping

General Objective:
107.1 Record revenue transactions
107.2 Collect fees in currency, checks, and credit cards
107.3 Collect current and overdue accounts receivable
107.4 Discuss ways to safeguard revenue
107.5 Demonstrate basic accounting
107.6 Explain the duties of the hospital bookkeeper
107.7 Suggest techniques to prevent financial misunderstandings with clients
107.8 Demonstrate ways to address client objections concerning fees.

UNIT 108  HOSPITAL SAFETY

General Competency: Follow OSHA guidelines for hospital and employee safety.

General Objective:
108.1 Practice OSHA safety standards for veterinary facilities
108.2 Identify potential safety hazards
AGREEMENT FOR A PRODUCTIVE LEARNING ENVIRONMENT:

We believe that superior learning takes place in an environment where faculty and students exhibit fairness, trust, and mutual respect.

Fair and accurate evaluation is essential in the learning process. Students should expect evaluation based upon their performance. Instructors should assign grades free of bias.

Faculty promote trust by setting clear guidelines for assignments and for evaluation of student work. Students promote trust by preparing work that is honest and thoughtful.

Faculty show respect by taking students ideas seriously, providing honest feedback on their work, valuing their aspirations and goals, and recognizing them as individuals.

Students show respect by attending class, and paying attention, listening to others points of view, being prepared and contributing to discussions and performing to the best of their ability.

Both faculty and students show respect by being on time and meeting academic deadlines. They must use appropriate language that is respectful and appropriate for the learning environment. Being rude, demeaning or disruptive does not foster an environment where learning and excellence can happen. Faculty and students must work cooperatively with others and model the values of good character and good citizenship.