

VETT 119 – VETERINARY BUSINESS PROCEDURES I 2 CREDITS

SYLLABUS

CATALOG DESCRIPTION

Veterinary Business Procedures 1 is an entry-level course designed to introduce the student to veterinary medicine as a business and profession.

Prerequisites: None

Semester Offered: Fall, Spring, Summer

GENERAL EDUCATION STUDENT LEARNING OUTCOMES

In the New Mexico General Education Curriculum students take courses in a variety of content areas, which may include Communications, Mathematics, Science, Social and Behavioral Sciences, Humanities, and the Creative and Fine Arts. Specific course requirements depend on your program. All general education courses focus on at least three of these skills. Other courses may also develop these skills.

Through these courses, students develop five essential skills:

COMMUNICATION

QUANTITATIVE REASONING

CRITICAL THINKING

PERSONAL AND SOCIAL RESPONSIBILITY

INFORMATION AND DIGITAL LITERACY

Student work from this class may be randomly selected and used anonymously for assessment of course, program, and/or general education learning outcomes. For more information, please refer to the Dean of the appropriate School.

PROGRAM LEARNING OUTCOMES

Program Learning Outcomes or Skills are set by the American Veterinary Medical Association Committee on Veterinary Technician Education and Activities.

Upon successful completion of this program, students will be able to:

1. Participate in facility management utilizing traditional and electronic media and appropriate veterinary medical terminology and abbreviations.
2. Communicate in a professional manner in all formats – written, oral, non-verbal, and electronic.
3. Follow and uphold applicable laws and the veterinary technology profession's ethical codes to provide high-quality care to patients.
4. Safely and effectively administer prescribed drugs to patients.
5. Accurately dispense and explain prescribed drugs to clients.
6. Demonstrate and perform patient assessment techniques in a variety of animal species.
7. Understand and demonstrate husbandry, nutrition, therapeutic and dentistry techniques appropriate to various animal species.
8. Safely and effectively manage and maintain patients in all phases of anesthesia.
9. Safely and effectively select, utilize and maintain anesthetic delivery and monitoring instruments and equipment.
10. Evaluate patient and implement pain management protocols as directed.
11. Understand and integrate all aspects of patient management for common surgical procedures in a variety of animal species.
12. Understand and provide the appropriate instruments, supplies, and environment to maintain asepsis during surgical procedures.
13. Demonstrate knowledge of proper handling, packaging, and storage of specimens for laboratory analysis to ensure the safety of patients, clients, and staff.
14. Properly perform analysis of laboratory specimens.
15. Safely and effectively produce diagnostic radiographic and non-radiographic images.
16. Safely and effectively handle common laboratory animals used in animal research.
17. Understand the approach to providing safe and effective care for birds, reptiles, amphibians, guinea pigs, hamsters, gerbils, and ferrets.
18. Recognize and respond appropriately to patients in compromised states.
19. Perform appropriate resuscitation procedures as needed.
20. Apply established emergency protocols.

COURSE LEARNING OUTCOMES

Upon successful completion of the course, students will be able to (italicized items are direct quotes from CVTEA Accreditation Policies and Procedures - Appendix I):

1. Management:

- a. *Schedule appointments, admit, discharge and triage according to client, patient and facility needs through phone and in-person contact**
- b. *RECOGNIZE AND RESPOND TO VETERINARY MEDICAL EMERGENCIES**
- c. *Create and maintain individual client records, vaccination certificates, and other appropriate forms**
- d. *Develop computer skills**
- e. *Be able to utilize veterinary practice management software**
- f. *be familiar with veterinary on-line services* (e.g. laboratory submissions, client financing plans, continuing education, discussion groups)*

- g. Recognize roles of appropriate regulatory agencies**
- 2. Communication:**
 - a. Demonstrate an understanding of interpersonal skills and team dynamics**
 - b. Utilize appropriate interpersonal and public relations skills**
 - c. Demonstrate telephone etiquette**
 - d. Recognize the legality of the veterinary-client-patient relationship**
- 3. Laws and Ethics:**
 - a. Understand and observe legal boundaries of veterinary health care team members**
 - b. Interact professionally with clients and fellow staff members**
 - c. Demonstrate a commitment to high quality patient care**
 - d. Respect and protect the confidentiality of client and patient information**
- 4. Breed Identification:**
 - a. Identify the most common canine breeds
 - b. Identify the most common feline breeds
- 5. Veterinary Technology as a Career**
 - a. Articulate credentialing and continuing education requirements of a veterinary technician in the student's home state
 - b. Demonstrate an understanding of effective job search skills, including resume building and interviewing

* CVTEA Accreditation Policies and Procedures - Appendix I,
<https://www.avma.org/ProfessionalDevelopment/Education/Accreditation/Programs/Pages/cvtea-pp-appendix-i.aspx> (accessed July 23, 2019).

