

VETT 137 – VETERINARY BUSINESS PROCEDURES II

2 CREDITS

SYLLABUS

CATALOG DESCRIPTION

Veterinary Business Procedures 2 is an advanced course designed to build on the knowledge and skills covered in Business Procedures 1, with an emphasis on veterinary business operations.

Prerequisites: VETT 119

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, the student will have the knowledge and skills in the following areas (italicized items are direct quotes from sources listed at the bottom of page):

1. **Management** – *Effectively contribute to the professional and efficient operation of a veterinary facility in order to provide maximum benefits to clients, patients, and the facility. **
 - a. *Perform basic filing of medical records, radiographs, lab reports, etc.**
 - b. *Create and maintain all appropriate facility records and logs in compliance with regulatory guidelines**
 - c. *Manage inventory control**
 - d. *Recognize roles of appropriate regulatory agencies**
 - e. *Maintain appropriate disposal protocols for hazardous materials**

- f. *Establish and maintain appropriate sanitation and infection control protocols for a veterinary facility, including patient and laboratory area**
 - g. *Handle daily client-based financial transactions**
 - h. Understand and recognize the signs, causes, and coping strategies associated with compassion fatigue, burnout, and suicide risks in the field of veterinary medicine
 - i. Demonstrate knowledge of the human-animal bond and its impact on the patient, client, and veterinary team
- 2. Communication – Taking into account the patient, client, staff and circumstances, the veterinary technician will be able to effectively and accurately acquire and convey information utilizing an appropriate communication mode.***
- a. *Utilize appropriate interpersonal and public relations skills**
 - b. *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) **
 - c. *Apply crisis intervention/grief management skills with clients**
- 3. Healthy work environment**
- a. Understand and recognize the signs, causes, and coping strategies associated with stress and burnout in the field of veterinary medicine
 - b. Understand and recognize the signs, causes, and coping strategies associated with compassion fatigue in the field of veterinary medicine
- 4. Library use and Informational Retrieval****
- a. *Demonstrate knowledge of quality information resources, library use and development and application of information retrieval skills***

* 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).

**As required by CVTEA Accreditation Policies and Procedures – Standards; IV. Accreditation Standards and Guidelines for Interpretation; Library and Informational Resources (6b) <https://www.avma.org/ProfessionalDevelopment/Education/Accreditation/Programs/Pages/cvtea-pp-standards.aspx> (accessed July 24, 2019)

