

VETT 112-VET BUSINESS PROCEDURES 2 CREDITS

SYLLABUS

CATALOG DESCRIPTION

An entry-level course designed to introduce the student to veterinary medicine as a business and profession, with an emphasis on the knowledge and skills required to perform the duties of a veterinary receptionist. Students will also be introduced to the steps in obtaining an approved Off-Campus Clinical Instructional (OCCI) site, required for enrollment in tiers 2 through 4.

Prerequisites: None

Semester Offered: All

COMMON STUDENT LEARNING OUTCOMES

Upon successful completion of San Juan College programs and degrees, the student will demonstrate competency in...

BROAD AND SPECIALIZED LEARNING

Students will actively and independently acquire, apply, and adapt skills and knowledge with an awareness of global contexts.

CRITICAL THINKING

Students will think analytically and creatively to explore ideas, make connections, draw conclusions and solve problems.

CULTURAL AND CIVIC ENGAGEMENT

Students will act purposefully, reflectively, and ethically in diverse and complex environments.

EFFECTIVE COMMUNICATION

Students will exchange ideas and information with clarity in multiple contexts.

INFORMATION LITERACY

Students will be able to recognize when information is needed and have the ability to locate, evaluate, and use it effectively.

INTEGRATING TECHNOLOGIES

Students will demonstrate fluency in the application and use of technologies in multiple contexts.

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

COURSE LEARNING OUTCOMES

Upon successful completion of the course, the student will be able to...

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* while performing the tasks of a front desk receptionist.
 - 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. Identify the most common breeds of dogs and cats
 - e. Acquire and demonstrate the knowledge needed to utilize veterinary practice management software*
 - f. Perform basic filing of medical records*
 - g. Recognize roles of appropriate regulatory agencies*
 - h. Maintain appropriate disposal protocols for hazardous materials*
 - i. Understand and follow appropriate sanitation and infection control protocols for a veterinary facility*
 - j. Handle daily client-based financial transactions*

2. Communication - Communicate in a professional manner in all formats - written, oral, non-verbal, and electronic*
 - a. Demonstrate the ability to compose a professional e-mail, using appropriate business format and writing skills
 - b. Utilize appropriate interpersonal and public relations skills*
 - c. Demonstrate telephone etiquette*
 - d. Recognize the legality of the veterinary-client-patient relationship*
 - e. Effectively and accurately acquire and convey information utilizing an appropriate communication mode*

3. Laws and Ethics - Carry out his or her duties within appropriate legal boundaries and maintain high ethical standards to provide high-quality service to clients, patients, employers and the veterinary profession*
 - a. Understand and observe legal boundaries of veterinary health care team members*
 - b. Interact professionally with clients and fellow staff members*
 - c. Respect and protect the confidentiality of client and patient information*

4. Veterinary Technology as a Career

5. Research and list the credentialing requirements of a veterinary technician in the student's home state
 - a. b. Identify the continuing education requirements for credentialed veterinary technicians in the student's home state
 - b. Demonstrate an understanding of effective job search skills, including resume building and interviewing
 - c. Follow the procedures in place for obtaining OCCl approval.

* CVTEA Accreditation Policies and Procedures - Appendix I,
<https://www.avma.org/ProfessionalDevelopment/Education/Accreditation/Programs/Pa> (accessed April 12, 2016).