

NORTHWESTERN CONNECTICUT COMMUNITY COLLEGE

COURSE SYLLABUS

Course Title: Veterinary Office Management and Communications **Course #: VET*102**

Course Description: This course is intended to introduce the student to office procedures and business practices related to private veterinary practices. A large portion of the course focuses on the communication skills needed in the various situations encountered in the veterinary environment. (3 credits).

Pre-requisites:

1. BIO*121 General Biology with a grade of "C" or above
2. CHE*111 Concepts of Chemistry with a grade of "C" or above
(Above courses must be college level courses with a grade of "C" or above and taken within 5 years prior to entering the program)
3. MAT*137 Intermediate Algebra or equivalent
4. CSA*105 Introduction to Software Applications OR satisfactory score on placement exam

Goals: Upon completion of this course, the veterinary technician student will have a basic understanding of how to function within the veterinary office from a business (non-science) perspective.

Outcomes: Upon completion of this course, the student should be able to:

Note – some of these we'll discuss in class, some of these we'll "role play" in class and some of these you'll read about in the lectures and/or class notes but we may not talk about them specifically in class.

- Schedule appointments through phone and in-person contact:
 - Properly record client's name, pet's name, contact information and reason for visit in appointment book
 - Properly schedule appointment according to client's and facility's availabilities
 - Properly block appropriate amount of time needed for visit
 - Properly triage patients based on the patient's need to be seen or the client's perception of need to be seen into three categories – immediate, same day or elective
- Admit patients:
 - Correctly identify and verify client and pet
 - Properly make appropriate notation on appointment book
 - Properly locate client's and/or patient's chart, based on facility's filing system
 - Properly update client's chart with current contact information and appropriate forms (i.e. exam sheets, consent forms)
 - Properly place chart in appropriate location in facility, based on facility's procedures
- Discharge patients:
 - Properly verify that all treatments and/or medications were given based on doctor's report
 - Properly verify that all prescriptions are prepared
 - Properly prepare appropriate discharge papers and after-care instructions for patient (i.e. post-operative information, discharge instructions)
 - Properly review information with client, verbally and reviewing written information
 - Properly prepare invoice and charge out client
 - Properly release clean patient to client
 - Properly schedule re-check appointment when/if appropriate
- Recognize and respond appropriately to veterinary medical emergencies:
 - Properly be able to recognize and identify clinical signs of shock, respiratory distress, poisoning, trauma and other common pet emergencies

- Properly ask client for client's name, pet's name and brief explanation of what happened
- Properly locate client's chart
- Properly place animal in treatment area, advising treatment staff and doctor of situation
- Properly prepare chart with appropriate exam forms as used by facility
- Properly gather patient history and details from client
- Properly prepare appropriate treatment authorization forms
- Create and maintain client and patient records:
 - Develop computer skills
 - Be able to utilize common veterinary management software programs
 - Be familiar with veterinary on-line services
- Prepare client and patient information sheets:
 - Properly obtain and verify client's name (first, last)
 - Properly obtain and verify client's address (physical and mailing)
 - Properly obtain and verify client's phone number
 - Properly obtain and verify client's alternative phone numbers (work, cell)
 - Properly obtain and verify pet's name and signalment
- Prepare patient exam sheets:
 - Properly record client's name
 - Properly record client's identification number
 - Properly record pet's name
 - Properly record pet's signalment
 - Properly record current date
 - Properly record reason for visit
 - Properly record physical exam findings
 - Properly record exam reports (i.e. treatment, prescriptions)
 - Properly record surgical reports
 - Properly record phone conversations
- Prepare certificates:
 - Properly record owner's name and address
 - Properly record hospital's name and address
 - Properly record pet's name
 - Properly record pet's signalment
 - Properly record date of vaccinations
 - Properly record type of vaccinations
 - Properly record expiration of certificate (when applicable)
 - Properly obtain doctor's signature
- Demonstrate understanding of regulations governing maintenance of controlled substances logbook:
 - Correctly name the organization that regulates controlled substances in the United States
 - Correctly describe how to properly store controlled substances in a veterinary practice
 - Correctly describe the proper use of a controlled substances log when filling prescriptions
 - Correctly describe the proper procedures to follow when disposing unused, but contaminated, controlled substances
 - Correctly describe the procedures used to transfer controlled substances between facilities
 - Correctly state how frequently controlled substances must be inventoried by Federal and State Law and describe the inventory procedure that must be performed
 - Correctly identify controlled substances and determine to which Schedule they belong based upon manufacturer's labeling
 - Correctly list five pharmaceutical products used in veterinary practice that are controlled substances
- Demonstrate compliance with all federal regulatory guidelines for drug purchase, storage, dispensing and inventory control:

- Correctly state the appropriate method to store biologics, therapeutics and pesticides in the veterinary practice including products classified as:
 - Over-the counter products
 - Prescription medications
 - Controlled substances
- Correctly describe inventory control management procedures used in the veterinary practice
- Participate in facility management utilizing traditional and electronic media to:
 - Perform basic filing of medical records, radiographs, lab reports, etc
 - Establish and maintain appropriate sanitation and nosocomial protocols for a veterinary facility, including patient and laboratory area
 - Handle routine financial transactions
- Communicate in a professional manner in all formats - written, oral, non-verbal, and electronic:
 - Properly apply understanding of interpersonal skills and team dynamics in all aspects of team dynamics
 - Properly utilize appropriate interpersonal and public relations skills*
 - Demonstrate effective and appropriate telephone etiquette*
 - Recognize the legality of the veterinary-client-patient relationship*
 - 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)*
 - Apply crisis intervention/grief management skills with clients
- Follow and uphold applicable laws and the veterinary technology profession's ethical codes to provide high quality care to patients:
 - Understand and observe legal boundaries of veterinary health care team members
 - Interact professionally with clients and fellow staff members
 - Demonstrate a commitment to high quality patient care
 - Respect and protect the confidentiality of client and patient information

College Policies

- **Plagiarism:** Plagiarism and Academic Dishonesty are not tolerated at Northwestern Connecticut Community College. Violators of this policy will be subject to sanctions ranging from failure of the assignment (receiving a zero), failing the course, being removed/expelled from the program and/or the College. Please refer to your "Student Handbook" under "Policy on Student Rights," the Section entitled "Student Discipline," or the College catalog for additional information.

Instructor's note: I will randomly check assignments or portions of assignments for plagiarism. Any noted plagiarism will result in a zero grade for that assignment. If you have *any* concerns or questions regarding plagiarism and how to avoid it, see this helpful website - <http://www.plagiarism.org/plagiarism-101/what-is-plagiarism>. And remember, plagiarism includes work completed by other students, both currently enrolled in this class and previously enrolled in other semesters.

If I catch you cheating on a quiz, exam or other in-class, work-on-your-own assignment, I reserve the right to give you a "zero" for that assignment. Think twice about cheating. It's better to just leave an answer blank than get a "zero" on the entire assignment.

- **Americans with Disabilities Act (ADA):** The College will make reasonable accommodations for persons with documented learning, physical, or psychiatric disabilities. Students should notify Dr. Christine Woodcock, the Counselor for Students with Disabilities. She is located at Green Woods Hall, in the Center for Student Development. Her phone number is 860-738-6318 and her email is cwoodcock@nwcc.edu.
- **School Cancellations:** If snowy or icy driving conditions cause the postponement or cancellation of classes, announcements will be made on local radio and television stations and posted on the College's website at

www.nwcc.edu. Students may also call the College directly at **(860) 738-6464** to hear a recorded message concerning any inclement weather closings. Students are urged to exercise their own judgment if road conditions in their localities are hazardous.

- ***"Some course content as presented in Blackboard Learn is not fully supported on mobile devices at this time. While mobile devices provide convenient access to check in and read information about your courses, they should not be used to perform work such as taking tests, quizzes, completing assignments, or submitting substantive discussion posts."***
- **Sexual Assault and Intimate Partner Violence Resource Team:** NCCC is committed to creating a community that is safe and supportive of people of all gender and sexual identities. This pertains to the entire campus community, whether on ground or virtual, students, faculty, or staff.
Sexual assault and intimate partner violence is an affront to our national conscience, and one we cannot ignore. It is our hope that no one within our campus community will become a victim of these crimes. However, if it occurs, NCCC has created the SART Team - Sexual Assault and Intimate Partner Violence Resource Team - to meet the victim's needs.

SART is a campus and community based team that is fully trained to provide trauma-informed compassionate service and referrals for comprehensive care. The team works in partnership with The Susan B. Anthony Project to extend services 24 hours a day, 7 days a week throughout the year.

The NCCC team members are:

Ruth Gonzalez, PHD	860-738-6315	Greenwoods Hall Room 220
Susan Berg	860-738-6342	Greenwoods Hall Room 223
Kathleen Chapman	860-738-6344	Greenwoods Hall Room 110
Michael Emanuel	860-738-6389	Founders Annex Room 308
Gary Greco	860-738-6397 (V) 860-469-3138 (VP)	Founders Hall Room 101
Robin Orloski	860-738-6416	Business Office Room 201
Patricia Bouffard, Ex-Officio	860-738-6319	Founders Hall Room 103

At NCCC we care about our students, staff and faculty and their well-being. It is our intention to facilitate the resources needed to help achieve both physical and emotional health.