

**STATE UNIVERSITY OF NEW YORK
COLLEGE OF TECHNOLOGY
CANTON, NEW YORK**

COURSE OUTLINE

VSCT 104-Veterinary Office Practices

**Prepared By: Mary O'Horo Loomis, DVM
Raeleen M. Willard, LVT, MST**

**SCHOOL OF SCIENCE, HEALTH & CRIMINAL JUSTICE
VETERINARY SCIENCE TECHNOLOGY
SPRING 2016**

VSCT 104 – Veterinary Office Practices

- A. **TITLE: Veterinary Office Practices**
- B. **COURSE NUMBER: VSCT 104**
- C. **CREDIT HOURS: 1**
- D. **WRITING INTENSIVE COURSE (OPTIONAL): No**
- E. **COURSE LENGTH: 15 weeks**
- F. **SEMESTER(S) OFFERED: Spring**
- G. **HOURS OF LECTURE, LABORATORY, RECITATION, TUTORIAL, ACTIVITY: 2 hours of laboratory per week**
- H. **CATALOG DESCRIPTION:
This course introduces basic veterinary office practices that would be expected of a graduate veterinary technician. The course covers business and professional skills such as: recordkeeping, scheduling appointments, professionalism and client communication. This course also provides hands-on experience with current veterinary practice software**
- I. **PRE-REQUISITES: None**
- J. **GOALS (STUDENT LEARNING OUTCOMES):**

<i>Course Objective</i>	<i>Institutional SLO</i>
a. Perform common reception area duties utilizing veterinary practice management software. For example: schedule appointments, triage, admit, discharge, patient/client record keeping, vaccination certificates, patient forms, inventory and maintaining financial records.	1. Comm. Skills 3. Prof. Comp.
b. Utilize appropriate interpersonal and public relations skills through telephone and in person contact. Provide client education in a clear and accurate manner. Participate in a professional interview.	1. Communication 4. Inter-per. Skills
c. Recognize the legality of the Veterinary-Client-Patient Relationship.	2. Crit. Thinking
d. Process, write, and edit correspondence, reports and policies and procedures.	1. Comm. Skills 4. Inter-per. Skills
e. Describe euthanasia and apply crisis intervention/grief management skills with clients, identify coping strategies and limit stress.	1. Comm. Skills 3. Prof. Comp. 4. Inter-per. Skills

- K. **TEXTS: None**
Power point slides and other materials gathered from Judah,, V., Veterinary Office Practices, 2nd edition, 2012, Delmar Learning, Clifton Park, NY
- L. **REFERENCES: *Veterinary Technician Journal*, available library books**

M. EQUIPMENT:

N. GRADING METHOD: A-F

O. MEASUREMENT CRITERIA/METHODS:

Grade Distribution:

Evaluation is based on successful compliance with learning outcomes as reflected by performance on quizzes, a group project, homework, mid-term exam and hourly exam.

P. LABORATORY OUTLINE:

I: Introduction to Office Practices

- A. Identify office personnel, tasks, skills and personal attributes
- B. Explain the importance of good personal hygiene, professionalism and work ethic
- C. Engage in the interview process
- D. Discuss various Veterinary Practice Software such as Intravet

II: Regulatory Responsibilities

- A. Discuss OSHA and MSDS regulations
- B. Identify DEA guidelines
- C. Identify regulatory agencies involved in veterinary practice

III: Administrative Responsibilities

- A. Explain medical laws and the importance of confidentiality
- B. Demonstrate interpersonal communication skills
- C. Demonstrate telephone communication skills
- D. Demonstrate appointment scheduling
- E. Demonstrate proper record keeping and filing systems
- F. Create and edit business letters and correspondence
- G. Create a business newsletter
- H. Discuss screening and processing mail
- I. Discuss availability and options with pet insurance
- J. Create invoices for billing purposes and apply payment
- K. Explain reimbursement and collections process
- L. Utilize Veterinary Practice Software

IV: Patient Records

- A. Organize and file medical records
- B. Prepare medical forms and certificates
- C. Create patient records
- D. Explain maintaining, retaining, purging and releasing of patient records
- E. Utilize Veterinary Practice Software

V: Inventory Control

- A. Complete an inventory of medical supplies
- B. Complete an inventory of front office supplies
- C. Utilize Veterinary Practice Software

VI: Stress and Time Management

- A. Define stress and identify ways to prevent burn-out
- B. Identify coping strategies and defense mechanisms
- C. Demonstrate time management skills

VII: Euthanasia and the Grieving Process

- A. Explain euthanasia
- B. List the steps involved in the grieving process
- C. Explain emotions commonly seen in the grieving process
- D. Identify support(s) that a LVT can provide to someone grieving