COURSE OUTLINE

VSCT 104-Veterinary Office Practices

Prepared By:  Mary O’Horo Loomis, DVM  
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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):**

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<th>Course Objective</th>
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| 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

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