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

MASTER SYLLABUS

COURSE NUMBER – COURSE NAME
VSCT 104 – VETERINARY OFFICE PRACTICES

Created by: M. O'Horo Loomis & R. Willard

Updated by: Nicholas Ladd LVT

School of Science, Health, and Criminal Justice

Department: Veterinary Science

Semester/Year: Spring 2020
A. **TITLE:** Veterinary Office Practices

B. **COURSE NUMBER:** VSCT104

C. **CREDIT HOURS:** (Hours of Lecture, Laboratory, Recitation, Tutorial, Activity)

    # Credit Hours: 1
    # Lecture Hours: per week
    # Lab Hours: 2 per week
    Other: per week

    **Course Length:** 15 Weeks

D. **WRITING INTENSIVE COURSE:** Yes ☐ No ☒

E. **GER CATEGORY:** None: ☒ Yes: GER

    *If course satisfies more than one:* GER

F. **SEMESTER(S) OFFERED:** Fall ☐ Spring ☒ Fall & Spring ☐

G. **COURSE DESCRIPTION:**

This course introduces basic veterinary office practices that would be expected of a graduated veterinary technician. The course covers professional skills such as record keeping, scheduling appointments, professionalism, and client communication. This course also provides hands-on experience with current veterinary practice software.

H. **PRE-REQUISITES:** None ☐ Yes ☒ If yes, list below:

    VSCT 101 Fundamental Veterinary Nursing Skills I and restricted to Veterinary Technology (2278) or Veterinary Science Technology (521)

    **CO-REQUISITES:** None ☒ Yes ☐ If yes, list below:
### I. STUDENT LEARNING OUTCOMES: *(see key below)*

By the end of this course, the student will be able to:

<table>
<thead>
<tr>
<th>Course Student Learning Outcome [SLO]</th>
<th>Program Student Learning Outcome [PSLO]</th>
<th>GER [If Applicable]</th>
<th>ISLO &amp; SUBSETS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perform common reception area duties, utilizing veterinary practice management software. For exampe: schedule appointments, triage, admit and discharge patients, patient/client record keeping, vaccination certificates and maintaining financial records.</td>
<td>PSLO 2: Medical Records. Maintain appropriate medical records of a veterinary facility utilizing traditional and electronic media and veterinary medical terminology.</td>
<td>NA</td>
<td>O &amp; W Subsets Subsets</td>
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<tr>
<td>Describe euthanasia and and apply crisis intervention/grief management skills with clients, identify coping strategies and limit stress.</td>
<td>PSLO 2: Medical Records. Maintain appropriate medical records of a veterinary facility utilizing traditional and electronic media and veterinary medical terminology.</td>
<td>NA</td>
<td>Subsets Subsets Subsets</td>
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<td>Utilize appropriate interpersonal and public relations skills. Use appropriate telephone etiquette. Perform basic filing of medical records, radiographs, lab reports, etc.</td>
<td>PSLO 2: Medical Records. Maintain appropriate medical records of a veterinary facility utilizing traditional and electronic media and veterinary medical terminology.</td>
<td>NA</td>
<td>Subsets Subsets Subsets</td>
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<td>Develop and provide client education in a clear and accurate manner at a level the client understands</td>
<td>PSLO 2: Medical Records. Maintain appropriate medical records of a veterinary facility utilizing traditional and electronic media and veterinary medical terminology.</td>
<td>NA</td>
<td>Subsets Subsets Subsets</td>
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<tr>
<td>KEY</td>
<td>Institutional Student Learning Outcomes [ISLO 1 – 5]</td>
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<td>ISLO #</td>
<td>ISLO &amp; Subsets</td>
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<tr>
<td>1</td>
<td>Communication Skills</td>
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<td></td>
<td>Oral [O], Written [W]</td>
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<td>2</td>
<td>Critical Thinking</td>
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<td></td>
<td>Critical Analysis [CA], Inquiry &amp; Analysis [IA], Problem Solving [PS]</td>
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<td>3</td>
<td>Foundational Skills</td>
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<td>Information Management [IM], Quantitative Lit./Reasoning [QTR]</td>
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<td>4</td>
<td>Social Responsibility</td>
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<td>Ethical Reasoning [ER], Global Learning [GL], Intercultural Knowledge [IK], Teamwork [T]</td>
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<tr>
<td>5</td>
<td>Industry, Professional, Discipline Specific Knowledge and Skills</td>
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*Include program objectives if applicable. Please consult with Program Coordinator.
J. **APPLIED LEARNING COMPONENT:** Yes ☒ No ☐

If YES, select one or more of the following categories:

- [x] Classroom/Lab
- [ ] Internship
- [ ] Clinical Placement
- [ ] Practicum
- [ ] Service Learning
- [ ] Community Service
- [ ] Civic Engagement
- [ ] Creative Works/Senior Project
- [ ] Research
- [ ] Entrepreneurship
  (program, class, project)

K. **TEXTS:**

None
Powerpoint slides and other materials gathered from Judah V. Veterinary Office Practices 2nd edition, 1012, Delmar Learning Clifton Park, NY

L. **REFERENCES:**

Judah V. Veterinary Office Practices 2nd edition, 1012, Delmar Learning Clifton Park, NY

M. **EQUIPMENT:** None ☐ Needed:

N. **GRADING METHOD:** A-F

O. **SUGGESTED MEASUREMENT CRITERIA/METHODS:**

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Quizzes</td>
<td>35%</td>
</tr>
<tr>
<td>Midterm/group project</td>
<td>25%</td>
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<tr>
<td>Avimark Participation</td>
<td>15%</td>
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<tr>
<td>Final Exam</td>
<td>25%</td>
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</table>

P. **DETAILED COURSE OUTLINE:**

NA

Q. **LABORATORY OUTLINE:** None ☐ Yes ☐

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