

**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:

<u>Course Student Learning Outcome</u> <u>[SLO]</u>	<u>Program Student Learning Outcome</u> <u>[PSLO]</u>	<u>GER</u> <u>[If Applicable]</u>	<u>ISLO & SUBSETS</u>	
Perform common reception area duties, utilizing veterinary practice management software. For example: schedule appointments, triage, admit and discharge patients, patient/client record keeping, vaccination certificates and maintaining financial records.	PSLO 2: Medical Records. Maintain appropriate medical records of a veterinary facility utilizing traditional and electronic media and veterinary medical terminology.	NA	1-Comm Skills 5-Ind, Prof, Disc, Know Skills ISLO	O &W Subsets Subsets Subsets
Describe euthanasia and and apply crisis intervention/grief management skills with clients, identify coping strategies and limit stress.	PSLO 2: Medical Records. Maintain appropriate medical records of a veterinary facility utilizing traditional and electronic media and veterinary medical terminology.	NA	5-Ind, Prof, Disc, Know Skills ISLO ISLO	Subsets Subsets Subsets Subsets
Utilize appropriate interpersonal and public relations skills. Use appropriate telephone etiquette. Perform basic filing of medical records, radiographs, lab reports, etc.	PSLO 2: Medical Records. Maintain appropriate medical records of a veterinary facility utilizing traditional and electronic media and veterinary medical terminology.	NA	5-Ind, Prof, Disc, Know Skills ISLO	Subsets Subsets Subsets Subsets
Develop and provide client education in a clear and accurate manner at a level the client understands	PSLO 2: Medical Records. Maintain appropriate medical records of a veterinary facility utilizing traditional and electronic media and veterinary medical terminology.	NA	5-Ind, Prof, Disc, Know Skills ISLO	Subsets Subsets Subsets Subsets

KEY	Institutional Student Learning Outcomes [ISLO 1 – 5]
ISLO #	ISLO & Subsets
1	Communication Skills Oral [O], Written [W]
2	Critical Thinking <i>Critical Analysis [CA] , Inquiry & Analysis [IA] , Problem Solving [PS]</i>
3	Foundational Skills <i>Information Management [IM], Quantitative Lit./Reasoning [QTR]</i>
4	Social Responsibility <i>Ethical Reasoning [ER], Global Learning [GL], Intercultural Knowledge [IK], Teamwork [T]</i>
5	Industry, Professional, Discipline Specific Knowledge and Skills

*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:

- | | |
|---|--|
| <input checked="" type="checkbox"/> Classroom/Lab | <input type="checkbox"/> Civic Engagement |
| <input type="checkbox"/> Internship | <input type="checkbox"/> Creative Works/Senior Project |
| <input type="checkbox"/> Clinical Placement | <input type="checkbox"/> Research |
| <input type="checkbox"/> Practicum | <input type="checkbox"/> Entrepreneurship |
| <input type="checkbox"/> Service Learning | (program, class, project) |
| <input type="checkbox"/> Community Service | |

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:**

Quizzes	35%
Midterm/group project	25%
Avimark Participation	15%
Final Exam	25%

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**