

CATALOG INFORMATION

Dept and Nbr: ANHLT 160 Title: VETERIN OFF PROCEDURES
Full Title: Veterinary Medical Office Procedures
Last Reviewed: 4/19/2004

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	3.00	Lecture Scheduled	3.00	17.5	Lecture Scheduled	52.50
Minimum	3.00	Lab Scheduled	0	8	Lab Scheduled	0
		Contact DHR	0		Contact DHR	0
		Contact Total	3.00		Contact Total	52.50
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 105.00

Total Student Learning Hours: 157.50

Title 5 Category: AA Degree Applicable
Grading: Grade or P/NP
Repeatability: 00 - Two Repeats if Grade was D, F, NC, or NP
Also Listed As:
Formerly: AG 167.6

Catalog Description:
This course covers customer service, medical communication skills, office organization, scheduling, emergency recognition, stress management, dealing with grief, preventative health programs, payments, collections, computer and telephone skills, and medical record keeping.

Prerequisites/Corequisites:

Recommended Preparation:
Eligibility for ENGL 100 or ESL 100

Limits on Enrollment:

Schedule of Classes Information:
Description: This course covers medical communication skills, office organization, public health, emergency care, stress management, dealing with grief, preventative health programs, payments, collections, computer and telephone skills, and medical record keeping. (Grade or P/NP)
Prerequisites/Corequisites:
Recommended: Eligibility for ENGL 100 or ESL 100

Limits on Enrollment:

Transfer Credit:

Repeatability: Two Repeats if Grade was D, F, NC, or NP

ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:

AS Degree:	Area	Effective:	Inactive:
CSU GE:	Transfer Area	Effective:	Inactive:
IGETC:	Transfer Area	Effective:	Inactive:
CSU Transfer:		Effective:	Inactive:
UC Transfer:		Effective:	Inactive:

CID:

Certificate/Major Applicable:

Certificate Applicable Course

COURSE CONTENT

Outcomes and Objectives:

The student will:

1. Identify hospital protocols and be able to explain them to clients.
2. Identify professional communications skills and office organization.
3. Practice the gentle art of verbal self-defense and transformational vocabulary.
4. Compare veterinary computer software programs for potential office use.
5. Discuss proper medical records protocol.
6. Evaluate, respond to, and prepare for emergencies.
7. Explain pet health care programs to clients.
8. Evaluate proper use of Avimark Veterinary Software.

Topics and Scope:

1. Telephone skills and transformational vocabulary.
2. Understand the "marketing" of veterinary services.
3. The art of effective communication.
4. Public health and emergency care laws.
5. Preventative health care programs.
6. Observation at two different veterinary hospitals for 1.5 hours each.
7. How to cope with stages of grief and stress.
8. Understanding the Avimark Veterinary Medical Computer Program.
9. Communication, transformational vocabulary, and verbal self defense.

Assignment:

Reading text and handouts, mixing common household cleaners according to

proper label instructions, obtaining MSDS information.

Methods of Evaluation/Basis of Grade:

Writing: Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

Written homework, Essay exams

Writing
10 - 45%

Problem Solving: Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Exams

Problem solving
10 - 40%

Skill Demonstrations: All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

Class performances

Skill Demonstrations
20 - 30%

Exams: All forms of formal testing, other than skill performance exams.

Multiple choice, True/false, Matching items

Exams
10 - 45%

Other: Includes any assessment tools that do not logically fit into the above categories.

None

Other Category
0 - 0%

Representative Textbooks and Materials:

CLINICAL TEXTBOOK FOR VETERINARY TECHNICIANS: by Dennis M. McCurnin, D.V.M.M.S., WB Saunders Company, Fourth Edition, 1998