

CATALOG INFORMATION

Dept and Nbr: ANHLT 161      Title: VET OFFICE PROCEDURES  
Full Title: Veterinary Medical Office Procedures  
Last Reviewed: 5/8/2023

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	2.00	Lecture Scheduled	2.00	17.5	Lecture Scheduled	35.00
Minimum	2.00	Lab Scheduled	0	8	Lab Scheduled	0
		Contact DHR	0		Contact DHR	0
		Contact Total	2.00		Contact Total	35.00
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 70.00

Total Student Learning Hours: 105.00

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:

**Catalog Description:**  
In this course students learn about the spectrum of skills utilized by veterinary office staff. Emphasis will be placed on client communication skills and medical office management, including medical record keeping and drug inventory control. Additional topics include emergency recognition, euthanasia and grieving, preventative health programs, common veterinary abbreviations, and relevant computer programs.

**Prerequisites/Corequisites:**

**Recommended Preparation:**  
Eligibility for ENGL 100 or ESL 100

**Limits on Enrollment:**

**Schedule of Classes Information:**  
Description: In this course students learn about the spectrum of skills utilized by veterinary office staff. Emphasis will be placed on client communication skills and medical office management, including medical record keeping and drug inventory control. Additional topics include emergency recognition, euthanasia and grieving, preventative health programs, common

veterinary abbreviations, and relevant computer programs. (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:**

<b>AS Degree:</b>	<b>Area</b>	Effective:	Inactive:
<b>CSU GE:</b>	<b>Transfer Area</b>	Effective:	Inactive:
<b>IGETC:</b>	<b>Transfer Area</b>	Effective:	Inactive:
<b>CSU Transfer:</b>		Effective:	Inactive:
<b>UC Transfer:</b>		Effective:	Inactive:

**CID:**

**Certificate/Major Applicable:**

Certificate Applicable Course

## **COURSE CONTENT**

### **Student Learning Outcomes:**

At the conclusion of this course, the student should be able to:

1. Effectively communicate with clients regarding a variety of common veterinary conditions and circumstances.
2. Demonstrate proper medical office management techniques, including medical record keeping and drug inventory control.
3. Reflect on and determine next steps regarding their own personal strengths and weaknesses in interpersonal communication in the veterinary workplace.

### **Objectives:**

At the conclusion of this course, the student should be able to:

1. Identify hospital protocols and explain them to clients.
2. Identify professional communications skills and office organization.
3. Communicate using transformational vocabulary and utilize basic conflict resolution strategies.
4. Discuss proper medical records protocol.
5. Discuss proper protocol for drug inventory, including mandated record keeping.
6. Define common veterinary acronyms and terms.
7. Compare veterinary computer software programs for potential office use.
8. Thoughtfully discuss euthanasia considerations and procedures and demonstrate understanding of the grieving process.
9. Evaluate, respond to, and prepare for emergencies.

### **Topics and Scope:**

- I. The Art of Effective Communication in Person, Over the Phone, and in Writing

- II. Common Veterinary Procedures and Communication Between Technical Staff and General Public
- III. Proper Veterinary Record Keeping Including Computerized Veterinary Programs
- IV. Common Veterinary Acronyms and Disease Definitions
- V. Inventory Management
  - A. Drug inventory control
  - B. Mandated record keeping
- VI. Prescription Labels and Dispensing Instructions
- VII. Common Euthanasia Procedures and Protocols
- VIII. Client Grieving Process
  - A. Recognition
  - B. Client assistance
  - C. Stages of grief
- IX. How to Cope with Stress and Compassion Fatigue
- X. Conflict Management
  - A. Transformational vocabulary
  - B. Verbal self-defense
- XI. Public Health and Emergency Care Laws
- XII. Post-Operative and Post Treatment Care and Discharge Instructions for Common Procedures
- XIII. Common Preventative Care Concepts and Programs

### **Assignment:**

1. Reading in text or other assigned materials (approx 30 pages per week).
2. Discussions and mock scenarios.
3. Class performances
4. Short reflective essays (up to 3).
5. Quizzes (up to 12) and examinations (up to 3).

### **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.

Short reflective essays	Writing 10 - 25%
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**Problem Solving:** Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Mock scenarios	Problem solving 0 - 10%
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**Skill Demonstrations:** All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

Class performances in discussion and mock scenarios	Skill Demonstrations 20 - 30%
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**Exams:** All forms of formal testing, other than skill performance exams.

Quizzes and examinations
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Exams 35 - 50%
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**Other:** Includes any assessment tools that do not logically fit into the above categories.

None
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Other Category 0 - 0%
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**Representative Textbooks and Materials:**

Front Office Management for the Veterinary Team. 3rd ed. Pendergast, Heather. Saunders. 2019  
Veterinary Receptionist's Handbook. 3rd ed. McLister, MT and Midgley, Amy. Advanstar Communications. 2014 (classic).