

ANHLT 161 Course Outline as of Fall 2011**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:

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 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. (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:

Upon completion of this course, students will be able to:

- 1) Identify hospital protocols and be able to explain them to clients.
- 2) Identify professional communications skills and office organization.
- 3) Communicate using transformational vocabulary and utilize basic conflict resolution strategies.
- 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) 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) How to cope with stages of grief and stress.
- 7) Understanding computerized veterinary medical record keeping programs
- 8) Communication, transformational vocabulary, and verbal self-defense.
- 9) Common veterinary procedures and communication between technical staff and general public.
- 10) Post-operative and post treatment care and discharge instructions.
- 11) Common preventative care procedures and concepts.
- 12) Prescription labels and dispensing instructions.

Assignment:

1. Reading text and handouts (approx 30 pages per week).
2. Discussions and mock scenarios.
3. Short reflective essays.
4. 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.

Written homework and essays	Writing 45 - 45%
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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 exams: multiple choice, true/false, matching, completion	Exams 25 - 25%
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Other: Includes any assessment tools that do not logically fit into the above categories.

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

The Veterinary Receptionist: Essential Skills for Client Care, by John R. Corsan NCA NDA and Adrian R. Mackay BSC(Hons) DipM MCIM PCertM MCMi MBA. Published by Butterworth-Heinemann; 2 edition (2008)

Veterinary Office Practices, by Robert Kehn Published by Delmar Cengage Learning, 2003 (Classic)

The Veterinary Receptionist's Handbook (2nd Edition), by M. T. McClister and Amy Midgley Published by Veterinary Medicine Pub Co 2nd ed, 2000 (classic)

Instructor prepared materials