

Veterinary Office Management

Veterinary Office Management is a comprehensive study of the veterinary practice. The course discusses the efficiency and the procedures that are used in a hospital or clinic. Emphasis is placed on office etiquette, employee relationships, the electronic office technology, and on client-veterinary relationships. This course provides a hands-on approach to popular software applications currently in use in the veterinary office. Three hours lecture per week.

Honor Code

Students must abide by the Weatherford College Academic Honor Code (Honesty.) See college catalog.

Tasks

- A. Demonstrate general knowledge of the veterinary workplace. (C11,C12, C13,C15,F10)
 - 1. Identify common categories of veterinary practice.
 - 2. Describe common job responsibilities of veterinary assistants and veterinary technicians.
 - 3. Describe important component of good work ethic and its importance in the veterinary workplace.
 - 4. Describe the components of successful coworker relations.
- B. Demonstrate skills in components of job acquisition. (C11,C12, C13,F5,F8,F10,F1)
 - 1. Prepare a well-written cover letter and resume appropriate to the desired employment.
 - 2. Identify components of a successful interview.
 - 3. Demonstrate the ability to answer interview questions successfully
- C. Describe components of successful client service. (C11,C12,C13,C15,F7,F10,F11,F13)
 - 1. Schedule veterinary appointment.
 - 2. Demonstrate proper telephone communication techniques.
 - 3. Describe the importance of the human/animal bond and its importance in client communication.
 - 4. Describe the major components of successful client communication.
 - 5. Describe legal and practical components of an effective doctor/client relationship.
- D. Demonstrate knowledge important to patient loss and client grieving. (C5,C11,C12,C13,C18,C19,F4,F10,F11,F12)
 - 1. List and describe the common stages of the grieving process and relate them to effective client relations.
 - 2. Describe reasons for and common methods of communication.
- E. Demonstrate ability to create and maintain common components of a medical record.. (C5,C11,C12,C13,F4,F6,F7,F8,F10,F11)
 - 1. Create a medical record using proper format and medical abbreviations.
 - 2. Perform a brief medical history and describe components of a physical examination.
 - 3. Demonstrate knowledge of commonly-used medical logs and consent forms and their preparation..
- F. Describe common aspects of hospital management. (C10,C11,C12,C13,C18,C19,F2,F10)
 - 1. Demonstrate knowledge of the responsibilities inherent in successful hospital management.
 - 2. Identify components of general pharmacy management.
 - 3. Describe proper inventory, dispensing, using, storing, logging, purchasing and disposing of controlled substances.
 - 4. Describe principles of effective inventory control.
 - 5. Describe the common uses of computers in veterinary practice.

Competencies

- A. Demonstrate general knowledge of veterinary workplace.
- B. Demonstrate skills in components of job acquisition.
- C. Describe components of successful client service..
- D. Describe knowledge important to patient loss and client grieving.
- E. Demonstrate ability to create and maintain common components of a medical record..
- F. Demonstrate knowledge of practice management.

Required Textbooks

McCurnin, Dennis M., Clinical Textbook for Veterinary Technicians, W. B. Saunders Co. (Recommended)

Instructional Methods

This course will consist of 3 lecture periods weekly.

Grades will be based on the following

4-5 quizzes at 20 points each 80-100 pts.

Final Exam 100 pts

Exams and quizzes will include multiple choice, True/False, short answer and short essay questions.

The grading scale is as follows

90-100 % A

80- 90 % B

70-80 % C

60-70 % D

below 60% F

Disabilities

ADA Statement:

Any student with a documented disability (e.g. learning, psychiatric, vision, hearing, etc.) may contact the Office on the Weatherford College Weatherford Campus to request reasonable accommodations. *Phone:* 817-598-6350
Office Location: Office Number 118 in the Student Services Building, upper floor. *Physical Address:* Weatherford College 225 College Park Drive Weatherford, TX.

Academic Integrity

Academic Integrity is fundamental to the educational mission of Weatherford College, and the College expects its students to maintain high standards of personal and scholarly conduct. Academic dishonesty of any kind will not be tolerated. Academic dishonesty includes, but is not limited to, cheating on an examination or other academic work, plagiarism, collusion, and the abuse of resource materials including unauthorized use of Generative AI. Departments may adopt discipline specific guidelines on Generative AI usage approved by the instructional dean. Any student who is demonstrated to have engaged in any of these activities will be subject to immediate disciplinary action in accordance with institutional procedures.

SCANS

The Secretary's Commission on Achieving Necessary Skills (SCANS) identified competencies in the areas of Resources, Interpersonal, Information, Systems and Technology, and foundation skills in the areas of Basic Skills, Thinking Skills, and Personal Qualities. This Course is part of a program in which each of these competencies and skills are integrated. The specific SCANS competencies that are recognized throughout this course are noted at the end of the appropriate competencies or task listed.