

Course discipline/number/title: VT 1510: Veterinary Office Procedures

A. CATALOG DESCRIPTION

1. Credits: 2
2. Hours/Week: 1 lecture, 2 labs
3. Prerequisites (Course discipline/number): Grade of C or better in MATH 1026
4. Other requirements: Admission to the Veterinary Technical Program
5. MnTC Goals (if any): NA

B. COURSE DESCRIPTION: This course introduces common business procedures used in veterinary practice such as bill collection, appointment scheduling, telephone techniques, record keeping, merchandising, and supervision of employees. The course includes follow-up and discharge procedures, filing and record retention, and using the computer in veterinary medicine. This is meant to serve as an overview of veterinary practice management including veterinary marketing, staff responsibilities, interoffice communications, and public relation techniques. Topics include advanced office procedures with emphasis on client relations and education, inventory management, leadership skills, and state and federal regulations governing veterinary practices and computer applications in veterinary medicine. To enroll in this course, all previous required courses must have been completed with a C or better. Admission to the Veterinary Technical Program.

C. DATE LAST REVISED (Month, year): February, 2021

D. OUTLINE OF MAJOR CONTENT AREAS:

1. Introduction to office procedures
2. Telephone etiquette
3. Appointment scheduling
4. Employee relations
5. Computer applications
6. Advanced office procedures
7. Inventory management
8. Leadership and employee management
9. Regulatory management
10. Record keeping and history
11. Ethics in the workplace
12. Hospital administration

E. LEARNING OUTCOMES (GENERAL): The student will be able to:

1. Describe the elements of communication including verbal, written, and electronic.
2. Demonstrate basic management and business principles for hospital managers and employees.
3. Demonstrate routine office procedures.
4. Demonstrated billing, collection, and credit management.
5. Apply client education and relationships skills.
6. Perform computer skills as applied to veterinary software.
7. Demonstrate advanced office procedures.
8. Identify work-related issues.
9. Apply client relations.
10. Identify professional ethics.
11. Identify stress management techniques.
12. Describe the techniques that can increase client communication and communication in the workforce.
13. Create and maintain all appropriate facility records and logs in compliance with regulatory guidelines.
14. Demonstrate telephone etiquette.
15. Recognize the legality of the veterinary-client-patient relationship.
16. Create and maintain individual client/patient records, vaccination certificates, and other forms.
17. Participate in facility management utilizing traditional and electronic media and appropriate terminology and abbreviations.

- F. LEARNING OUTCOMES (MNTC): NA
- G. METHODS FOR EVALUATION OF STUDENT LEARNING: Methods may include but are not limited to:
1. Laboratory reports and/or quizzes
 2. Objective and/or subjective tests
 3. Laboratory practical tests
 4. Work related experience with skill competency record
 5. Course assignments
 6. Essay tasks
 7. Group work/projects
 8. Attendance (especially laboratory attendance)
- H. RCTC CORE OUTCOME(S). This course contributes to meeting the following RCTC Core Outcome(s):
Personal and Professional Accountability. Students will take responsibility as active learners for achieving their educational and personal goals.
- I. SPECIAL INFORMATION (if any):
The initial lab session explains and familiarizes the student with general safety hazards and safety equipment to the lab. During the pre- lab discussion, the hazardous characteristics of any materials used during a lab are discussed. In addition, if the lab involves any potentially infectious or zoonotic material, the students will be instructed on the proper use and disposal. The instructor will direct all students to where necessary protective equipment while working with any hazardous chemicals. A copy of the Safety Data Sheets for chemicals used is available in the lab.