



Veterinary Assistant

PROGRAM SYLLABUS



IN BRIEF

The Veterinary Assistant program prepares students for entry-level employment as a veterinary assistant in animal hospitals, clinics, and other animal care settings. It discusses the role of the veterinary assistant as a member of the veterinary care team. The program covers veterinary anatomy and medical terminology, veterinary office administrative skills, animal care and handling, office technology, English usage and written communication, time and stress management, critical thinking skills, interpersonal communications, and job hunting in the animal care field.

Program Objectives

- To identify common learning strategies
- To demonstrate knowledge of guidelines for grammar, punctuation, and written correspondence
- To identify the parts of a computer and explain how technology is used in the office
- To improve basic keyboarding speed and accuracy
- To identify and define common veterinary medical prefixes, suffixes, and roots as well as terms describing body location and direction
- To explore the anatomy and physiology of animals and their body systems, including the lymphatic, musculoskeletal, cardiovascular, respiratory, neurologic, alimentary, urinary, reproductive, and endocrine systems; blood, the skin, the eyes, and the ears; and pharmacology



- To develop effective oral communication skills
- To develop critical thinking skills
- To explore the business aspects of running a veterinary practice, including receptionist duties, marketing, management, and human resources
- To gain an understanding of client communications, including interaction with a grieving pet owner
- To learn how to effectively handle front office duties, including inventory management, billing, budgeting, security, and pet insurance
- To receive an overview of clinical veterinary assisting, including animal restraint and care
- To improve time mastery and productivity skills
- To explain principles of effective management
- To describe the process for writing effective resumes and cover-letters
- To describe how to proactively search for work as a veterinary assistant



Your Program Overview

Unit 1 Blackstone's Skills for Success

In this lesson, you will discover how you learn as well as your learning style. You will understand how you learn best by reading about intrinsic versus extrinsic motivation, field dependence and independence, self-efficacy and self-determination. Visual, auditory, and kinesthetic learners will be discussed along with the differences between them. You will also receive some tips regarding your study space, the best time to work, and goal setting. Learning strategies, along with note-taking and memory tricks, are also an important part of this lesson.

Course Binder with printed dividers

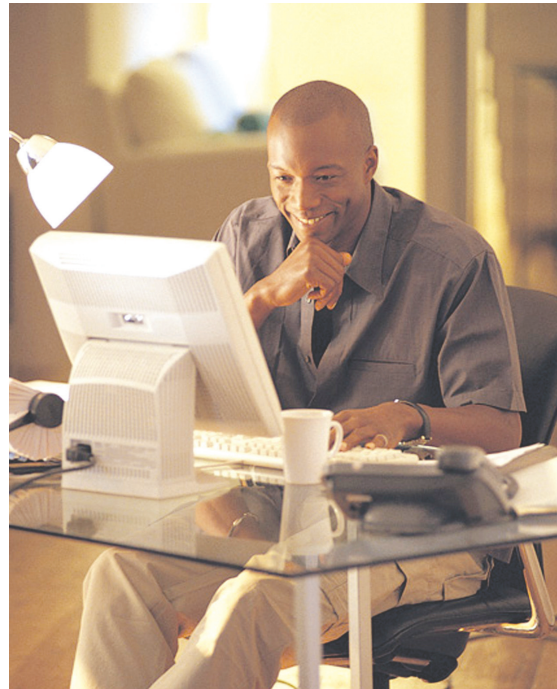
Unit 2 English Usage and Written Communication

In this lesson, you will gain knowledge about the English language and written communication. This information is important to the successful allied health professional. Begin with parts of speech, then review parts of a sentence, pronouns, verbs and agreement, and finally, sentence types and punctuation. This lesson is a great grammar tutorial. You will also learn about writing in active versus passive voice, paragraph formation, and topic sentences; and you gain some valuable tips for business communication.

Unit 3 Introduction to Computers, Keyboarding and Office Technology

Lesson 3 covers how computers are used in the office today, the different types of computers, and the parts of a computer system. Basic keyboarding skills will be introduced. In this lesson you will also learn about the Internet, URLs, search engines, and e-mail. Office technology will be discussed, including office telephones, different types of telephone calls, fax machines, photocopiers, multipurpose machines, transcribers, digital cameras, and wireless communication.

Blackstone Typing Tutor (accessible through the Online Student Center)



Unit 4 Veterinary Anatomy & Medical Terminology 1

This lesson begins your study of medical terminology. The lesson introduces veterinary medical terminology, including an overview of common root words, prefixes, suffixes, combining vowels, simple and compound words, combining forms, directional terms, and planes of the body. The lesson also covers terminology related to animal cells, tissues and organs, and blood, as well as the physiology of the lymphatic system.

Veterinary Medical Terminology

Unit 5 Veterinary Anatomy & Medical Terminology 2

In this lesson, you will study four of the body systems—musculoskeletal, cardiovascular, respiratory, and neurologic—and the relevant medical terms, common injuries, and diseases.



Unit 6 Veterinary Anatomy & Medical Terminology 3

This lesson covers the anatomy and physiology of the eye, ear, alimentary system, and urinary system, including the relevant medical terms, common injuries, and diseases.

Unit 7 Veterinary Anatomy & Medical Terminology 4

This final anatomy and medical terminology lesson completes the study of veterinary terminology, covering the reproductive, endocrine, and integumentary systems. The lesson discusses diseases and injuries associated with these body systems. This lesson also covers pharmacology for the veterinary practice.

Unit 8 Interpersonal Communications

Lesson 8 provides an overview of how interpersonal communications affect workplace strategies, including how the various roles in the office can function together and how to use feedback, goals and incentives for increasing productivity. This lesson will introduce you to the fundamentals of effective communication, including maximizing your speaking and listening skills and proper use of body language to communicate messages. You will also learn about the benefits of working in a culturally diverse environment, and how to overcome communication barriers caused by diversity. Finally, this lesson will explore team building strategies.

Unit 9 Critical Thinking Skills

This lesson helps students develop their critical thinking skills, including use of inference and judgment, identifying strong conclusions, persuasive strategies, and deductive reasoning. You will also read about metacognition, the process of thinking about thinking, and how it builds critical thinking skills, as well as interpreting and using critical theories.



Unit 10 Veterinary Office Assisting 1

This lesson introduces the various members of the veterinary health care team and continuing education opportunities. An overview of the reception team and its duties, team management, veterinary ethics and legal issues, human resources, and preventing career burnout is also discussed.

Front Office Management for the Veterinary Team

Unit 11 Veterinary Office Assisting 2

Lesson 11 covers the design and function of effective practices, including the various treatment, exam and reception areas. You will learn about office technology, choosing and using diagnostic laboratory services, and marketing the practice. You will also read about effective client communications and interacting with a grieving client.

Unit 12 Veterinary Office Assisting 3

In this lesson, you will explore appointment management systems and how to schedule for maximum productivity, medical records management and filing systems, and inventory management. This lesson introduces management of controlled substances. You will also learn about accounts receivable, collection procedures, and pet health insurance.



Unit 13 Veterinary Office Assisting 4

This lesson discusses preparing and maintaining a budget, including payroll, bookkeeping, and revenue analysis. Occupational hazards and safety issues and security are covered. This lesson also explores clinical assisting, an overview of calculations and conversions used in a veterinary office, and professional development topics.

Unit 14 Animal Restraint for the Veterinary Assistant

Lesson 14 introduces assisting the veterinarian or veterinary technician in restraining the animals for examination or treatment, as well as reading body language and responding appropriately in care and handling.

Unit 15 Time and Stress Management

This lesson discusses how to minimize stress and maximize productivity in your personal and professional life by analyzing your values, habits, and daily interruptions. Multiple worksheets and exercises are included, as well as valuable tips for prioritizing and setting goals.

Unit 16 Management Practices and Principles

In this lesson, you will read about the role of a supervisor as both a manager and leader. You will read about creating an effective workplace environment through communication, a positive work climate, team building, and conflict management. You will also learn about the roles a manager plays in delegation, developing job expectations, employee recruitment and selection, training, performance evaluation, and discipline.



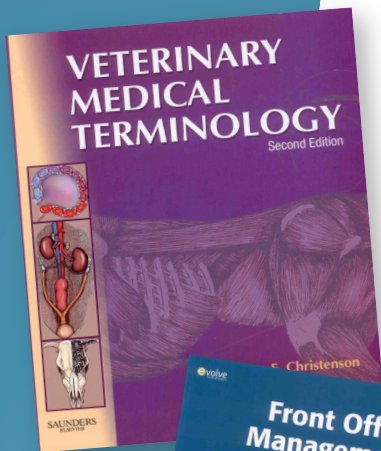
Unit 17 How to Find a Job as a Veterinary Assistant

Lesson 17 focuses on finding a job as a veterinary assistant. You will learn about job search correspondence such as writing resumes and cover letters, and how to conduct a job search including networking, online searches, and proactive job search techniques. You will learn how to prepare for an interview, including what to wear, what to expect, common questions that you might be asked, questions that you should ask, and how to follow up after the interview.



What you receive with your program

Your program consists of seventeen units, including the following commercial textbooks and resources, to assist you step-by-step through the program.



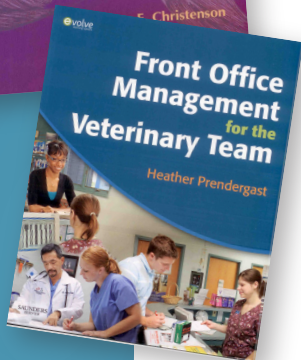
Veterinary Medical Terminology

by Dawn E. Christenson

This textbook introduces animal anatomy and physiology, as well as veterinary medical terms related to the various body systems, common diseases and injuries.

Veterinary Anatomy and Medical Terminology Study Guides

These four online study guides will lead you through the Veterinary Medical Terminology textbook, highlighting all of the important points and giving you additional review questions.



Front Office Management for the Veterinary Team

by Heather Prendergast

This textbook provides a clear understanding of the veterinary assistant profession, including responsibilities, front office management skills, successful communication with other veterinary team members and clients, and building your practice through marketing and excellence in customer service.

Veterinary Office Assisting Study Guides

These four online study guides will lead you through the Front Office Management for the Veterinary Team textbook, highlighting all of the important points and providing additional review questions.



Additional Blackstone Study Units

In addition to the eight study guides accompanying textbooks, you will receive online access to nine more exclusive Blackstone study units that will introduce you to important topics that will help you prepare for work as a Veterinary Assistant, including animal restraint and finding a job as a veterinary assistant.

Blackstone Typing Tutor

The Typing Tutor, designed exclusively for Blackstone Students, will help to increase your typing speed and accuracy so you can be more productive during your transcription practice and in the field.

Online Student Center

Included with your tuition, you will have online access to your study guides and study units, exams, grades, payment history, discussion boards, and more.

Graduation Documents

Upon successful completion of the entire program, you will receive an official transcript and a certificate. A copy of your transcript will be on permanent file and available at a nominal fee.