



## **Veterinary Assistant Program Overview**

The Veterinary Assistant Program discusses the fundamentals of the veterinary assistant as a member of the veterinary care team. The program covers veterinary anatomy and medical terminology, veterinary office administrative office 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. Students are prepared for entry-level employment as a veterinary assistant in a variety of animal care settings.

### **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

## **Program Outline**

### **Unit I: Blackstone's Skills for Success**

Chapter 1: Discover How You Learn

Chapter 2: Find a Place to Study

Chapter 3: Learn How to Study

### **Unit II: English Usage and Written Communication**

Chapter 1: Parts of Speech

Chapter 2: Parts of a Sentence

Chapter 3: Pronouns, Verbs, and Agreement

Chapter 4: Sentence Types and Punctuation

Chapter 5: Written Communications

### **Unit III: Introduction to Computers, the Internet and Electronic Communication**

Chapter 1: Introduction to Computers

Chapter 2: The Internet

Chapter 3: Electronic Communication

### **Unit IV: Veterinary Anatomy & Medical Terminology 1**

Chapter 1: Introduction to Veterinary Medical Terminology

Chapter 2: The Cell

Chapter 3: Body Structure and Organization

Chapter 4: The Hematopoietic System

Chapter 5: The Lymphatic System

## **Unit V: Veterinary Anatomy & Medical Terminology 2**

Chapter 6: The Musculoskeletal System

Chapter 7: The Cardiovascular System

Chapter 8: The Respiratory System

Chapter 9: The Neurologic System

## **Unit VI: Veterinary Anatomy & Medical Terminology 3**

Chapter 10: The Eye

Chapter 11: The Ear

Chapter 12: The Alimentary System

Chapter 13: The Urinary System

## **Unit VII: Veterinary Anatomy & Medical Terminology 4**

Chapter 14: The Reproductive System

Chapter 15: The Endocrine System

Chapter 16: The Integumentary System

Chapter 17: Pharmacology

## **Unit VIII: Interpersonal Communications**

Chapter 1: Aspects of a Positive Workplace Environment

Chapter 2: Communication

Chapter 3: Diversity in the Workplace

Chapter 4: Team Building

## **Unit IX: Critical Thinking Skills**

Chapter 1: Introduction to Critical Thinking and the PANIC Method

Chapter 2: Inference and Judgment

Chapter 3: Metacognition

Chapter 4: Forming Strong Conclusions through Predicting

Chapter 5: Rhetorical Strategies

Chapter 6: Critical Theories

Chapter 7: Deductive Reasoning

Chapter 8: Emotional Intelligence and Critical Thinking

## **Unit X: Veterinary Office Assisting 1**

Chapter 1: Veterinary Health Care Team Members

Chapter 2: The Receptionist Team

Chapter 3: Team Management

Chapter 4: Veterinary Ethics and Legal Issues

Chapter 5: Human Resources

Chapter 6: Stress and Burnout

## **Unit XI: Veterinary Office Assisting 2**

Chapter 7: Practice Design

Chapter 8: Technology in the Office

Chapter 9: Outside Diagnostic Laboratory Services

Chapter 10: Marketing

Chapter 11: Client Communications

Chapter 12: Interacting with a Grieving Client

## **Unit XII: Veterinary Office Assisting 3**

Chapter 13: Appointment Management Systems

Chapter 14: Medical Records Management

Chapter 15: Inventory Management

Chapter 16: Controlled Substances

Chapter 17: Logs

Chapter 18: Accounts Receivable

Chapter 19: Pet Health Insurance

## **Unit XIII: Veterinary Office Assisting 4**

Chapter 20: Preparing and Maintaining a Budget

Chapter 21: Occupational Hazards and Safety Issues

Chapter 22: Security

Chapter 23: Clinical Assisting

Chapter 24: Calculations and Conversions

Chapter 25: Professional Development

## **Unit XIV: Animal Restraint for the Veterinary Assistant**

Chapter 1: Restraint of the Cat

Chapter 2: Restraint of the Dog

## **Unit XV: Time & Stress Management**

Chapter 1: LifeTime Patterns (Values)

Chapter 2: The Power of LifeTime Habits

Chapter 3: Goals, Objectives, and Outcomes

Chapter 4: Choosing Your Priorities

Chapter 5: Planning and Scheduling Activities

Chapter 6: Interruptions, the #1 TimeThief

Chapter 7: TimeLogs

Chapter 8: TimeTips

Chapter 9: Self-Esteem and Time Management

Chapter 10: Stress Management

## **Unit XVI: Management Practices & Principles**

Chapter 1: The Supervisor: Manager and Leader

Chapter 2: Effective Communication

Chapter 3: Creating a Positive Work Climate

Chapter 4: Building Teams and Managing Conflict

Chapter 5: Delegation

Chapter 6: Developing Job Expectations

Chapter 7: Recruiting Employees

Chapter 8: Selecting Employees

Chapter 9: Orienting and Training Employees

Chapter 10: Performance Evaluation

Chapter 11: Disciplining Employees

## **Unit XVII: How to Find a Job as a Veterinary Assistant**

Chapter 1: Job Search Correspondence

Chapter 2: The Job Search

Chapter 3: Job Interviews