

# Veterinary Assistant



The Veterinary Assistant program prepares students for entry-level employment as a veterinary assistant in animal hospitals, clinics, and other animal care settings. It includes 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.



# The Veterinary Assistant program prepares students for entry-level employment as a Veterinary Assistant

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There are no due-dates for any of your coursework and you have up to 18 months to complete your program.

To contact your Instructor Laura, please email [instructor@blackstone.edu](mailto:instructor@blackstone.edu). Any general questions, please email [info@blackstone.edu](mailto:info@blackstone.edu).

Your course is broken down into units. Students who pay in full for their program have access to all course materials. Students who enroll under a monthly payment plan have access to a new unit every month upon making their monthly payment.

# The program is broken down into 17 study units. All course material is included in your tuition.

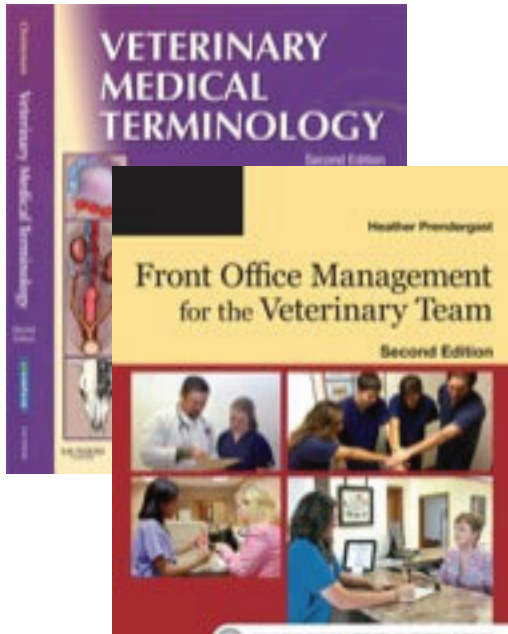
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# What you receive with your program

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

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## *Front Office Management for the Veterinary Team*

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. With your textbook, *Front Office Management for the Veterinary Team*, you will also gain access to additional veterinary assistant program study materials and resources, including:

- Glossary containing over 500 terms

- Interactive working forms including sample checks, deposit slips, patient history forms, laboratory forms, logs, and incident reports

Textbook: *Front Office Management for the Veterinary Team*, by Heather Prendergast. ISBN: 9780323261852.



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## *Veterinary Medical Terminology*

This textbook introduces animal anatomy and physiology, as well as veterinary medical terms related to the various body systems, common diseases and injuries. With your textbook, *Veterinary Medical Terminology*, you will also gain access to additional veterinary assistant program study materials and resources, including:

- More than 4,500 audio pronunciations
- Translation exercises to help you put information into terms that clients can understand
- Part Puzzler-Practice dividing terms into their word parts
- Word Shop-Build the correct word based on a definition and a choice of word parts
- Hangman-Challenge yourself to spell the correct word based on challenging clues
- Listen and Spell-Plays key terms and asks you to spell the terms correctly
- Glossary of word parts with the meaning of each prefix, suffix and combining form

Textbook: *Veterinary Medical Terminology*, by Dawn E. Christenson. ISBN: 9781455733255

# Program Goals & Objectives

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- Identify common learning strategies
- Demonstrate knowledge of guidelines for grammar, punctuation, and written correspondence
- Describe how computers, internet and electronic communication impact the workplace today
- Define common veterinary medical prefixes, suffixes, and roots as well as terms describing body location and direction
- Describe 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
- Employ effective oral communication skills
- Develop critical thinking skills
- Examine the business aspects of running a veterinary practice, including receptionist duties, marketing, management, and human resources
- Discuss client communications, including interaction with a grieving pet owner
- Demonstrate effective handling of front office duties, including inventory management, billing, budgeting, security, and pet insurance
- Review clinical veterinary assisting, including animal restraint and care
- Apply time mastery and productivity skills in professional and personal settings
- Explain principles of effective management
- Compose effective resumes and cover-letters
- Consider ways to proactively search for work as a veterinary assistant



## Blackstone's Skills for Success

## Unit 1

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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. Also, basic keyboarding skills will be introduced. Learning strategies, along with note-taking and memory tricks, are also an important part of this lesson. **You will receive access to the Blackstone Typing Tutor.**

## English Usage & Written Communication

## Unit 2

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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 finally sentence types and punctuation. This lesson is a great grammar tutorial or refresher. You will also learn about writing in active versus passive voice, paragraph formation, and topic sentences; plus valuable tips for business communication.



## Introduction to Computers, Keyboarding and Office Technology

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### Unit 3

Lesson 3 covers how computers are used in the office today, the different types of computers, and the parts of a computer system. In this lesson you will also learn about the Internet, URLs, search engines, and e-mail. Office technology will be discussed, including office networks, different types of servers, PDAs, scanners, digital cameras, and wireless communication.

## Veterinary Anatomy and Medical Terminology 1

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### Unit 4

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. **You will receive access to the e-book: Veterinary Medical Terminology.**





## Veterinary Anatomy and Medical Terminology 2

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## Unit 5

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.

## Veterinary Anatomy and Medical Terminology 3

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## Unit 6

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.



## Veterinary Anatomy and Medical Terminology 4

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## Unit 7

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.

## Interpersonal Communications

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## Unit 8

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.



## Critical Thinking Skills

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## Unit 9

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.

## Veterinary Office Assisting 1

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## Unit 10

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. You will receive access to the e-book: *Front Office Management for the Veterinary Team*.



## Veterinary Office Assisting 2

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## Unit 11

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.

## Veterinary Office Assisting 3

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## Unit 12

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.



## Veterinary Office Assisting 4

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## Unit 13

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.

## Animal Restraint for the Veterinary Assistant

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## Unit 14

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.



## Time & Stress Management

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## Unit 15

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.

## Management Practices and Principles

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## Unit 16

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.



# How to Find A Job as a Veterinary Assistant Unit 17

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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.