

VETERINARY ASSISTANT PROGRAM OUTLINE



PROGRAM OVERVIEW

Blackstone's online Veterinary Assistant Program prepares students for entry-level employment as a veterinary assistant at 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.

PROGRAM OUTLINE

Unit 1 | Blackstone's Skills for Success

Unit 2 | English Usage & Written Communication

Unit 3 | Introduction to Computers, the Internet and Electronic Communication

Unit 4 | Veterinary Anatomy & Medical Terminology 1

Unit 5 | Veterinary Anatomy & Medical Terminology 2

Unit 6 | Veterinary Anatomy & Medical Terminology 3

Unit 7 | Veterinary Anatomy & Medical Terminology 4

Unit 8 | Interpersonal Communications

Unit 9 | Critical Thinking Skills

Unit 10 | Veterinary Office Assisting 1

Unit 11 | Veterinary Office Assisting 2

Unit 12 | Veterinary Office Assisting 3

Unit 13 | Veterinary Office Assisting 4

Unit 14 | Animal Restraint for the Veterinary Assistant

Unit 15 | Time & Stress Management

Unit 16 | Management Practices & Principles

Unit 17 | How to Find a Job as a Veterinary Assistant

Blackstone's Skills for Success

UNIT 1



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 and Written Communication

UNIT 2

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, the Internet and Electronic Communication

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 & Medical Terminology 1

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 & Medical Terminology 2

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 & Medical Terminology 3

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 & Medical Terminology 4

UNIT 7



his 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

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

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

UNIT 10

This lesson introduces the various members of the veterinary health care team. It also provides an overview of the reception team and its duties, team management, veterinary ethics and legal issues, and human resources. **You will receive access to the e-book: Practice Management for the Veterinary Team.**

Veterinary Office Assisting 2

UNIT 11



Lesson 11 covers compassion fatigue and preventing career burnout, professional development, telemedicine, and the use of practice management software in veterinary practice. The last chapter deals with medical records management and the components of the veterinary medical record.

Veterinary Office Assisting 3

UNIT 12

In this lesson, you will explore appointment management systems and how to schedule for maximum productivity. You will learn about how the veterinary team impacts the client experience through communication and customer service. Also covered in this lesson are marketing strategies for veterinary practices and inventory management.

Veterinary Office Assisting 4

UNIT 13



This lesson begins with the management of controlled substances and their regulation. Occupational hazards, safety issues, and security are covered. This lesson also discusses financial management for veterinary practices, including payroll, bookkeeping, and revenue analysis. The final chapter of this lesson explores strategic planning and positioning the practice for the future.

Animal Restraint for the Veterinary Assistant

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

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 & Principles

UNIT 16

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.

How to Find a Job as a Veterinary Assistant

UNIT 17



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.

PROGRAM OUTCOMES

Identify common learning strategies

Demonstrate knowledge of guidelines for grammar, punctuation, and written correspondence

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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

PROGRAM OUTCOMES

Employ effective oral communication 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 the 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 the principles of effective management

Compose effective resumes and cover letters

Consider ways to proactively search for work as a veterinary assistant



WHY CHOOSE BLACKSTONE

ADMISSIONS TEAM

STUDENT SERVICES

ACCREDITED SCHOOL

Blackstone Career Institute

info@blackstone.edu 800-826-9228