

Discipline: Agriculture	Sub-discipline: Veterinary Technician
General Course Title: Veterinary Medical Office Procedures	Min. Units: 3 Semester
Proposed Suffix:	
Course Description: This course covers customer service, medical communication skills, office organization, scheduling, emergency recognition and management, stress management, preventative health programs and medical record keeping.	
Required Prerequisites or Co-Requisites ¹	
Advisories/Recommended Preparation ²	
Course Objectives: <i>At the conclusion of this course, the student should be able to:</i> <ul style="list-style-type: none"> • Take and record patient history. • Educate clients regarding routine hospital procedures and home-care of patients. • Perform client and patient related office procedures. • Maintain daily records on patients as prescribed in the Veterinary Practice Act. • Identify various patient and client information forms. • Understand the importance of client relations and communication. • Measure and record patient's temperature, pulse and respiration. • Auscultate a patient and make a preliminary evaluation of the respiratory and circulatory systems. • Obtain a diagnostic electrocardiogram (ECG). • Identify an emergency situation and take appropriate steps. • Choose formulate or administer rations in order to meet animal nutritional requirements according to the health status and species. 	
Course Content: <ol style="list-style-type: none"> 1. Patient History <ol style="list-style-type: none"> a. Obtaining a patient profile b. Recording signs of illness c. Inquiries: <ol style="list-style-type: none"> 1) Other pets 2) Water/food consumption 3) Activity d. Importance of accuracy 2. Patient and Client Forms <ol style="list-style-type: none"> a. Understanding client forms <ol style="list-style-type: none"> 1) Release forms 2) Consent forms 3) Treatment forms b. Understanding Patient Forms <ol style="list-style-type: none"> 1) In hospital forms 2) Treatment forms 3) Charts 3. Client relations <ol style="list-style-type: none"> a. Understanding the importance of client communication. b. Client and practice legal rights and obligations. <p>Veterinary Medical Office Procedures (Content Continued)</p>	

¹ Prerequisite or co-requisite course need to be validated at the CCC level in accordance with Title 5 regulations; co-requisites for CCCs are the linked courses that must be taken at the same time as the primary or target course.

² Advisories or recommended preparation will not require validation but are recommendations to be considered by the student prior to enrolling.

4. Educating clients regarding routine hospital procedures and home-care.
 - a. Life cycles of ecto/endo parasites
 - b. Public health significance
 - c. Diagnosis/prevention
 - d. Common surgical and dental procedures involving anesthesia
 - e. Care of released surgical patients
 - f. Explaining how to administer medications prescribed for home use
 - g. Vaccination requirements and schedules for common species
 - h. Zoonotic diseases and their symptoms.
5. Patient-client office procedures
 - a. Appointments
 - b. Effective communication skills
 - c. Information on state and federal health regulations
 - d. Prepare health and vaccination certificates
 - e. Maintain patient records in accordance with the minimum standards of the Veterinary Practice Act
6. Measure and record vital signs
 - a. Temperature
 - b. Pulse/respiration
 - c. Abnormalities
7. Auscultation
 - a. Using a stethoscope
 - b. Normal cardiac sounds
 - c. Capillary refill time
 - d. Mucous membrane
8. Diagnostic electrocardiogram (ECG)
 - a. Operation of ECG
 - b. Connecting leads, electrode placement
 - c. Identify artifacts on the ECG
 - d. Label, trim and mount ECG strip
9. Small Animal Nutritional Requirements
 - a. Common species
 - b. Various life stages
 - c. Contra indications for specific diseases
 - d. Nasogastric, orogastric, parenteral feeding

Laboratory Activities: Individual Laboratory Activities are designed to support course objectives.

Methods of Evaluation: Lecture Comprehensive Quizzes and Exams Written Critical Thinking Scenarios Problem Analysis and Solution Research and Term Papers	Methods of Evaluation: Laboratory Laboratory Skill Validation by Observation Laboratory Reports Diagnoses and Problem Solving Laboratory Skill Practicum Certification Exams
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Typical Textbooks, Manuals, or Other Support Materials
Educating Your Clients From A to Z, Boss, Nan, DVM., AAHA Press, 2004
Veterinary Office Practices, Kehn, Robert, Thompson, Delmar Learning, 2004
Client Satisfaction Pays, Smith, Carin A., D.V.M., AAHA Press, 1998

Statewide Articulation: Under review

FDRG Lead Signature:		Date:
Mark E. Bender, PhD CSU Stanislaus		
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