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Veterinary Management

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1.1 Procedures and Policies

1) The student demonstrates the ability to participate in the day-to-day functioning of veterinary facilities in a manner that is helpful to clients, patients, and the facility.

- The student demonstrates the ability to display professional demeanor and appropriate conduct at all times with clients, patients, and co-workers.

2) The student shows understanding of how to efficiently schedule appointments as well as to effectively admit, discharge, and triage patients by phone and in person.

- The student displays understanding of the importance of pleasant, professional, and appropriate communication with clients.
- The student displays understanding of effective phone communication and etiquette.
- The student demonstrates appreciation of the importance of being responsive to the needs of the client and patient, while following the guidelines and policies of the facility.
- The student shows knowledge of how to schedule appointments and procedures correctly and precisely, following the guidelines and policies of the facility.

- The student shows awareness of the importance of obtaining all necessary and appropriate patient information, including, but not limited to, contact numbers, client concerns/requests, change in patient status, and so on. The student recognizes the significance of obtaining signed consent forms/treatment plans when appropriate.

- The student shows understanding of the importance of clearly and accurately communicating proper at-home patient care and any other necessary follow-up care to clients.

- The student displays knowledge of how to identify veterinary medical emergencies in a timely manner. The student recognizes the importance of responding appropriately and quickly triaging patients, as well as accurately obtaining and communicating vital information to the veterinarian.

3) The student demonstrates understanding of how to correctly develop and maintain individual client/patient records and prepare vaccination certificates and other appropriate forms.

- The student shows knowledge of how to document the client's name, address, phone number, and email address, as

well as thorough patient identification information, including species, breed, age, gender, reproductive status, coloring, markings, microchips, identification numbers, insurance information, and so on, in the medical record.

- The student displays knowledge of appropriate veterinary medical terminology and abbreviations.
 - The student shows the ability to write legibly and concisely and use correct spelling and grammar.
 - The student demonstrates the ability to record information accurately, using correct formatting and following the guidelines and protocols of the facility.
 - The student displays appreciation of the veterinary medical record as a legal document. The student demonstrates awareness of the proper method of correcting an error by making a single line through the incorrect entry so that it is still legible, initialing and dating the change.
 - The student displays knowledge that altering a record in any other manner could be perceived as deceptive. The student demonstrates awareness that, alternatively, an addendum could be added to the record referring to the prior entry.
- 4) **The student demonstrates basic computer skills.**
- The student correctly uses electronic communications, word-processing programs, and file management software.
 - The student displays information literacy while working with computer software.
- 5) **The student demonstrates computer skills necessary for effective use of veterinary practice management and/or other computer software programs.**
- The student demonstrates understanding of patient veterinary medical record systems, including how to correctly enter new clients into patient record systems and how to properly develop patient records, such as vaccination certificates, health certificates, and travel documents.
- 6) **The student displays knowledge of online veterinary services.**
- The student shows understanding of how to process online sample submission forms, submit online pharmacy requests, utilize veterinary learning communities, complete online finance plan applications, and other online veterinary services.
- 7) **The student demonstrates knowledge of how to properly file and retrieve medical documents and radiographs.**
- The student shows awareness of filing systems used at various facilities and how to correctly file and retrieve information, including, but not limited to, patient records, radiographs, clinical laboratory findings, and surgical reports.
- 8) **The student demonstrates the ability to correctly prepare and maintain logs and records in accordance with regulatory requirements.**
- The student displays knowledge of record-keeping procedures in use at various facilities. The student shows the ability to complete and maintain all required logs and documentation in a manner that observes regulatory guidelines, including controlled substances, radiography, surgery, anesthesia, and laboratory logs.
- 9) **The student demonstrates understanding of how to effectively control inventory.**
- The student shows familiarity with computerized and/or manual systems that are aimed at ensuring that adequate supplies are available and stock is rotated, while expenses and/or losses are minimized.
- 10) **The student displays knowledge of pertinent governmental agencies and their regulations, as they apply to veterinary facilities and the practice of veterinary medicine and/or veterinary technology.**
- The student demonstrates understanding of the importance of compliance

with the regulatory roles of OSHA, FDA, DEA, USDA, and so on, as they apply to the practice of veterinary medicine and/or veterinary technology.

11) The student demonstrates awareness of proper procedures for disposal of hazardous materials.

- The student displays knowledge of types of hazardous materials (including, but not limited to, developer solution, pesticides, chemotherapeutic agents, anesthetic gases, etc.), and biohazards (blood, cultures, isolation wastes, laboratory wastes, patient tissues, etc.).
- The student displays knowledge of the appropriate safety precautions for handling and storing hazardous materials and biohazards, including the use of personal protective equipment, in compliance with governmental regulations.
- The student demonstrates knowledge of proper disposal procedures for hazardous materials (for example, chemotherapy waste in yellow bags and biohazards in red bags), in compliance with governmental regulations.
- The student shows awareness of how to properly identify, handle, and dispose of sharps.

12) The student demonstrates understanding of how to institute and follow appropriate sanitation and infection control procedures.

- The student displays knowledge of potential routes of disease transmission.
- The student shows appreciation of the importance of developing, implementing, and adhering to appropriate sanitation/infection control protocols in all areas of the facility, including laboratory and treatment areas, exam rooms, and other patient and staff areas.
- The student demonstrates knowledge of the appropriate use of personal protective equipment (PPE) in preventing disease transmission.

- The student displays knowledge of how to appropriately don and doff PPE.
- The student displays knowledge of how to correctly identify patients that should be housed in isolation units.
- The student demonstrates knowledge of the proper use of isolation units. The student shows knowledge of how to implement and adhere to sanitation/infection control protocols including, but not limited to cleaning, disinfection, sterilization, use of disinfectant foot baths, and the correct use of PPE.

13) The student demonstrates knowledge of how to efficiently handle day-to-day financial transactions.

- The student displays cognizance of bookkeeping procedures in place at veterinary facilities.
- The student displays knowledge of how to utilize manual and electronic systems to process daily client-based financial transactions.
- The student displays the ability to explain the costs of quality veterinary care in a manner that reinforces the veterinarian's recommendations.

14) The student shows knowledge of how to participate in the operations of veterinary facilities in a manner that is beneficial to clients, patients, and the facility.

- The student displays the ability to always behave in a professional manner.
- The student shows appreciation for the importance of playing a valuable role as a member of the veterinary team.

15) The student displays the ability to make informed decisions as they pertain to the student's daily responsibilities in a hospital setting.

- The student demonstrates the ability to make decisions with regards to client and patient care that are in compliance with hospital policy and procedures and the ethical and legal standards of current veterinary practice.

1.2 Communication Skills

16) The student demonstrates the ability to effectively communicate in written, oral, and electronic formats.

- The student displays knowledge of how to use each communication mode appropriately, as well as effectively obtaining and conveying information in a professional manner.

17) The student demonstrates understanding of appropriate interpersonal skills and team dynamics.

- The student demonstrates the ability to interact with other team members in a cooperative, helpful, and professional manner.
- The student follows directions and responds positively to constructive criticism and uses it to improve performance.

18) The student displays the ability to apply appropriate interpersonal skills in communicating with the public.

- The student shows understanding of the veterinary technician's/technologist's role in promoting the profession.
- The student shows appreciation of the role of the veterinary technician/technologist in conveying the importance of quality care to the public.
- The student demonstrates the ability to utilize professional etiquette in all communications with the public, including electronic communications and in person.

19) The student demonstrates proper professional etiquette for telephone communications.

- The student demonstrates knowledge of how to clearly communicate with clients in a precise, pleasant, professional, and appropriate manner.
- The student demonstrates appreciation of the importance of being empathetic and responsive to the needs of the client while following the guidelines and policies of veterinary facilities.

20) The student displays knowledge of the legal requirements for establishing and maintaining a valid veterinarian-client-patient relationship.

- The student shows knowledge of the criteria for a valid veterinary-client-patient relationship (American Veterinary Medical Association, 2023).
- The student shows knowledge of the necessity for establishing a valid veterinarian-client-patient relationship prior to vaccination, as well as drug administration, dispensing, and prescription.

21) The student demonstrates the ability to educate clients at a level that is understandable to the client.

- The student shows the ability to communicate with clients appropriately and professionally, providing accurate information in a manner that is consistent with the client's level of understanding.
- The student prepares clear and accurate educational handouts for clients, such as postoperative or bandage care instructions, discharge information, and other patient information.

22) The student shows the ability to appropriately utilize crisis intervention and/or grief management skills when interacting with clients.

- The student demonstrates appreciation of the impact that serious illness and/or the death of a pet can have on a client.
- The student displays familiarity with the various stages of the grieving process and shows the ability to appropriately discuss serious illness and/or death with the client.
- The student demonstrates knowledge of how to discuss the decision to euthanize in an appropriate manner with clients, showing empathy and concern, while remaining professional.
- The student demonstrates awareness of appropriate behavior with clients during and after euthanasia.

- The student displays knowledge of how to recognize severe or abnormal grieving and shows familiarity with appropriate resources for professional assistance.
- 23) **The student demonstrates understanding of how to effectively communicate relevant and accurate information to clients and team members.**
- Based on the patient, client, staff, and the situation at hand, the student displays understanding of how to effectively communicate in order to gather and relay relevant and accurate information in a timely and appropriate manner.

1.3 Ethics and Jurisprudence

- 24) **The student demonstrates clear understanding of laws pertaining to each member of the veterinary health care team and recognizes the necessity to observe them.**
- The student demonstrates knowledge and practical understanding of the applicable state practice act for veterinary technicians/technologists and assistants, in states where one exists.
 - The student displays knowledge of the applicable state practice act for veterinarians.
 - The student demonstrates knowledge and practical understanding of the code of ethics for veterinary technicians/technologists, as developed by the ethics committee of the National Association of Veterinary Technicians in America (NAVTA) (National Association of Veterinary Technicians in America, 2023).
 - The student demonstrates appreciation of the potential legal and professional ramifications of violating federal and state laws that pertain to each member of the veterinary health care team.
- 25) **In all interactions with clients and staff members, the student demonstrates knowledge of how to behave professionally and ethically in light of legal boundaries.**
- The student demonstrates appreciation of the potential legal ramifications of client and staff interactions.
 - The student demonstrates understanding of what is and is not appropriate and professional to discuss with clients.
- 26) **The student exhibits dedication to providing high-quality patient care.**
- The student demonstrates the requisite knowledge as well as motivation needed to provide high-caliber patient care.
 - The student demonstrates appreciation of the importance of continuing education in providing high-quality care.
 - The student displays recognition of the ethical responsibility to provide high-quality patient care.
- 27) **The student displays understanding of how to maintain confidentiality as it pertains to client and patient information.**
- The student demonstrates a clear understanding of the meaning of confidentiality as it pertains to clients and patients, recognizing its essential nature and respecting it at all times.
 - The student shows understanding of legal and ethical considerations regarding confidentiality.
 - As stated in the NAVTA Code of Ethics, the student protects “confidential information provided by clients” (National Association of Veterinary Technicians in America, 2023).
- 28) **The student demonstrates the ability to make informed decisions in accordance with ethical and legal boundaries.**
- The student demonstrates the ability to make appropriate decisions with regards to client interactions and patient care that are in compliance with the ethical and legal standards of current veterinary practice.

References

American Veterinary Medical Association. (n/d). *The Veterinarian-Client-Patient Relationship* (VCPR). Retrieved July 23, 2023, from AVMA.org: <https://www.avma.org/resources-tools/pet-owners/petcare/veterinarian-client-patient-relationship-vcpr>

Bertholf, S. (2017). Veterinary management. In *Assessing Essential Skills of Veterinary Technology Students*, 3rd e. (ed. L. J. Buell, L. E. Schenkel, and S. Timperman), 1–4. Ames: John Wiley & Sons, Inc.

National Association of Veterinary Technicians in America. (2023). *About NAVTA-National Association of Veterinary Technicians in America*. Retrieved July 23, 2023, from NAVTA.net: <https://navta.net/policies/#:~:text=Code%20of%20Ethics,-Veterinary%20technicians%20shall&text=Veterinary%20technicians%20shall%20prevent%20and,the%20public%20about%20these%20diseases>.