**High Plains Technology Center**

**Health Careers**

**Learning Activity Packet (LAP) for Veterinary Assistants**

**Related unit of instruction:**

Veterinary Office Management Procedures

**Approximate Completion time:**

15 hours

**Rationale for the Lap:**

This LAP is designed to prepare the student to demonstrate skills to assist with the management of a veterinary office.

**Criteria for successful completion:**

By the end of this LAP the student will

1. Read and turn in work sheets for Chapters 1-2 in Sirois’ *Veterinary Assisting Textbook*, Workbook and text, Elsevier, 2013.
2. Pass the tests for the chapters

**Learning Objective:**

Overview of the Veterinary Profession Chapter 1

1. Describe educational requirements of veterinary team members.
2. Define appropriate nomenclature describing veterinary personnel.
3. Identify the duties of the members of the veterinary health care team.
4. Recognize professional organizations supporting veterinary medicine.
5. Discuss ethical issues and guidelines relevant to the veterinary profession.
6. List and describe general categories of laws relevant to the veterinary profession.
7. Define laws protecting veterinary employees against physical injury, sexual harassment and discrimination.
8. Explain laws relating to ensuring quality veterinary service.

Office Procedures and Client Relations Chapter 2

1. Describe the importance of informed consent.
2. Clarify admitting and discharge instructions.
3. Identify effective and professional discharge sheets.
4. Define and educate clients regarding pet health insurance.
5. Identify a completed medical record.
6. Identify and use problem-oriented medical record (POMR) and subjective, objective, assessment and plan (SOAP) record formats.
7. Identify methods used to maintain inventory accurately and efficiently.
8. Develop effective phone techniques.
9. Identify techniques for handling multiple phone lines.
10. Describe methods to greet clients effectively.
11. Differentiate forms used in the veterinary practice.