

# VT 103 : ANIMAL HOSPITAL AND OFFICE PROCEDURES

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## Transcript title

Animal Hosp Office Proc

## Credits

3

## Grading mode

Standard letter grades

## Total contact hours

30

## Lecture hours

30

## Corequisites

VT 101, VT 102, VT 117.

## Course Description

Introduces veterinary medical records, admitting procedures, record maintenance, resume writing and job interview techniques. Covers basic bookkeeping skills, inventory control measures, marketing, client communication, the use of veterinary computer software, and professional development. Includes diversity, equity, and inclusion (DEI) principles to enhance patient care and workplace culture.

## Course learning outcomes

1. Demonstrate proficiency in creating, interpreting, maintaining, and managing veterinary medical records.
2. Explain and demonstrate admission, discharge, and triage of patients according to client, patient, and facility needs.
3. Develop professional cover letters and resumes and practice job interview techniques to prepare for employment opportunities.
4. Utilize veterinary practice management software to create and maintain client/patient records, to schedule appointments, create estimates and invoices, and manage inventory.
5. Demonstrate professionalism through effective communication across written, oral, non-verbal, and electronic formats.
6. Explain and demonstrate how to complete facility records and logs for compliance with regulatory guidelines.
7. Explain the impact of diversity, equity, and inclusion (DEI) within veterinary medicine and demonstrate an understanding of how to implement inclusive practices in clinical settings to improve patient care and workplace culture.

## Content outline

1. Professionalism
2. Fundamentals of Communication
3. Client Communication and Customer Service
4. Receptionist Team
5. Appointment Management
6. Functions, requirements and format of the Medical Record
7. Management of Medical Record

8. Logs and Inventory Management
9. Computerization in the Vet Practice
10. Veterinary Medical Software
11. Professional Development- Cover letter and Resume Writing
12. Professional Development- Interviewing
13. Marketing
14. Impact of DEI

## Required materials

Textbook.