

ARIZONA WESTERN COLLEGE
SYLLABUS

VET 103 PRACTICE MANAGEMENT AND SAFETY

Credit Hours: 3 Lec: 3 Lab: 1

PREREQUISITE:

COURSE DESCRIPTION

Introduction to veterinary practice management, office procedures, medical records, sanitation, safety, legal documentation, and imaging safety used in veterinary practice.

1. COURSE GOAL

Prepare students to apply veterinary practice management, recordkeeping, legal compliance, sanitation, safety, and imaging safety procedures used in veterinary assisting.

2. OUTCOMES

Upon satisfactory completion of this course, students will be able to:

- 2.1 Demonstrate appointment scheduling using paper and electronic methods
- 2.2 Prepare appropriate forms and certificates for signature
- 2.3 Admit and discharge patients through practice management software system
- 2.4 Maintain appropriate recordkeeping using medical terms that are complete and detailed
- 2.5 File, retrieve, and maintain medical records in accordance with AZ Veterinary Medical Examining Board rules
- 2.6 Use practice management software to maintain electronic health records for accuracy and security
- 2.7 Follow office procedures for invoicing, billing, payment on account, and processing travel sheets
- 2.8 Answer, prioritize, and accurately document phone calls
- 2.9 Request records and information from other veterinary facilities
- 2.10 Identify and describe the function of office equipment; use office supplies proficiently
- 2.11 Identify components of the medical record
- 2.12 Record an accurate history of the patient and report chief complaints
- 2.13 Demonstrate a progress note using SOAP format
- 2.14 Ensure completeness of the medical record
- 2.15 Maintain integrity and security of the medical record
- 2.16 Retrieve and interpret medical records
- 2.17 Explain confidentiality issues, regulations, and requirements related to veterinary medicine
- 2.18 Follow local, state, and federal laws and regulations as they apply to veterinary assistants
- 2.19 Defend the importance of and explain legal implications of the veterinary-client-patient relationship
- 2.20 Explain basic sanitation and disinfection techniques
- 2.21 Inventory commonly used products and supplies for expiration dates, quantity, and availability

- 2.22 Restock supplies
- 2.23 Identify communicable and zoonotic diseases
- 2.24 Comply with hazardous labeling requirements according to OSHA
- 2.25 Demonstrate proper hand hygiene according to CDC standards
- 2.26 Demonstrate proper donning, removal, and discarding of PPE
- 2.27 Explain isolation protocols and procedures
- 2.28 Explain procedures for cleaning chemical and biological spills
- 2.29 Explain the content, purpose, and location of Safety Data Sheets
- 2.30 Use fire and chemical safety protocols
- 2.31 Describe evacuation plans used by various facilities
- 2.32 Follow procedures for reporting unsafe conditions
- 2.33 Demonstrate proper body mechanics and lifting techniques
- 2.34 Recognize radiation signage
- 2.35 Store, safely handle, and dispose of biological and therapeutic agents, sharps, pesticides, hazardous waste, and hazardous material according to OSHA
- 2.36 Explain human bloodborne pathogens protocols
- 2.37 Describe bite case protocol and procedures for staff and patient
- 2.38 Describe procedures to assist in the completion of diagnostic radiographs and ultrasound, including preparation, restraint, and positioning of patients
- 2.39 Explain quality control procedures related to radiation protection
- 2.40 Utilize digital radiograph software
- 2.41 Demonstrate proper care of radiography equipment
- 2.42 Differentiate among manual, automatic, and digital radiographic processing
- 2.43 Maintain X-ray log in accordance with AZ Veterinary Medical Examining Board rules

3. METHODS OF INSTRUCTION

- 3.1 Lecture
- 3.2 Multi-media Presentations
- 3.3 Group Discussions
- 3.4 Classroom Demonstrations
- 3.5 Computer-Based Demonstrations
- 3.6 Case Study Review

4. LEARNING ACTIVITIES

- 4.1 Group Discussions
- 4.2 Oral Presentations
- 4.3 Classroom Demonstrations
- 4.4 Written Assignments

5. EVALUATION

- 5.1 Quizzes/Exams
- 5.2 Assignments
- 5.3 Participation
- 5.4 Oral Presentations
- 5.5 Practical Skill Check-Offs

6. STUDENT RESPONSIBILITIES

- 6.1 Under AWC Policy, students are expected to attend every session of class in which they are enrolled.
- 6.2 Classroom Assignments: Students are responsible for work missed and for completing all

work before the next class meeting. Students are responsible for participating in all oral drills and for taking all exams.

- 6.3 If a student is unable to attend the course or must drop the course for any reason, it will be the responsibility of the student to withdraw from the course. Students who are not attending as of the 45th day of the course may be withdrawn by the instructor. If the student does not withdraw from the course and fails to complete the requirements of the course, the student will receive a failing grade.
- 6.4 Americans with Disabilities Act Accommodations: Arizona Western College provides academic accommodations to students with disabilities through AccessABILITY Resource Services (ARS). ARS provides reasonable and appropriate accommodations to students who have documented disabilities. It is the responsibility of the student to make the ARS Coordinator aware of the need for accommodations in the classroom prior to the beginning of the semester. Students should follow up with their instructors once the semester begins. To make an appointment call the ARS front desk at (928) 344-7674 or ARS Coordinator at (928) 344-7629, in the College Community Center (3C) building, next to Advising.
- 6.5 Academic Integrity: Any student participating in acts of academic dishonesty including, but not limited to, copying the work of other students, using unauthorized “crib notes”, plagiarism, stealing tests, or forging an instructor’s signature—will be subject to the procedures and consequences outlined in AWC’s Student Code of Conduct.
- 6.6 Textbooks and materials: Students are required to bring notebook or looseleaf book, pens, pencils, dictionaries, and purchase textbook required for class.
- 6.7 Arizona Western College students are expected to attend every class session in which they are enrolled. To comply with Federal Financial Aid regulations (34 CFR 668.21), Arizona Western College (AWC) has established an Attendance Verification process for "No Show" reporting during the first 10 days of each semester. Students who have enrolled but have never attended class may be issued a “No Show” (NS) grade by the professor or instructor and receive a final grade of “NS” on their official academic record. An NS grade may result in a student losing their federal financial aid.
- For online classes, *student attendance in an online class is defined as the following* (FSA Handbook, 2012, 5-90):
- Submitting an academic assignment
 - Taking an exam, an interactive tutorial or computer-assisted instruction
 - Attending a study group that is assigned by the school
 - Participating in an online discussion about academic matters
 - Initiating contact with a faculty member to ask a question about the academic subject studied in the course