COURSE INFORMATION FORM

DISCIPLINE: Veterinary Technology
COURSE TITLE: Veterinary Practice Management

CR.HR  2    LECT HR  2    LAB HR  1    CLIN/INTERN HR.  1    CLOCK HR.  1

CATALOG DESCRIPTION
Professional ethics, laws, regulatory organizations, client relations, medical records, receptionist duties, breeds and breed characteristics, elective surgeries, puppy care, vaccination programs, wellness programs, senior care, nutrition and office management.

PREREQUISITES
None

EXPECTED STUDENT OUTCOMES IN THE COURSE (ESO)
Upon completion of this course, the student will be able to:

1. Summarize the role of the technician in the field of veterinary medicine and technology.
2. Describe office management techniques.
3. Explain techniques of veterinary client services.

GENERAL EDUCATION OUTCOMES (ESO)
Specify which general education outcomes, if any, are substantially addressed by the course. Numbers in parentheses identify the Expected Student Outcomes linked to the specific General Education Outcome.

Communication: Listening and Speaking Skills (ESO)

6. Demonstrate basic communication delivery skills, both vocally (volume, rate, articulation, variety) and nonverbally (posture, eye contact, use of face and hands) (2,3)
PROGRAM-LEVEL OUTCOMES

CAREER AND TECHNICAL EDUCATION PROGRAM OUTCOMES
Specify which Career and Technical program outcomes, if any, are substantially addressed by the course by completing the “Career and Technical Education template” to show the relationship between course and program outcomes to assessment measures.

The student will demonstrate:
1. an understanding of the business role that technicians play in a veterinary hospital
2. knowledge of the history of Veterinary Technology and the Code of Ethics and Standards of Practice for the Veterinary Technician
3. the ability to communicate effectively and clearly with instructors regarding the treatment and care of animals
4. the ability to self-assess and self-advocate

CLASS-LEVEL ASSESSMENT MEASURES
Student accomplishment of expected student outcomes will be assessed using the following measures. (Identify which measures are used to assess which outcomes.)

1. Lecture tests (1-2)
2. Final examination (1-2)
3. Written assignments (1-2)
4. Team member evaluations (1, 3)
5. Instructor evaluations (1,3)
Individual instructors may order this outline as fits the needs of their individual courses. In addition, they may place more emphasis on some areas than on others. What is assured is that this particular list is covered in the course. Other topics may be added to a course as the instructor sees fit, and as time and interest allow. An *asterisk can be used to mark an item as optional.

I. Veterinary Technology Careers
   A. Student organization formation
   B. Careers in veterinary technology
   C. Scope of the veterinary technician
      1. Veterinary practice and research
      2. History of veterinary medicine

II. Legal Aspects of Veterinary Practice
   A. Regulatory agencies
   B. Licensing
   C. Board certification
      1. Missouri certification for technicians
      2. Kansas certification for technicians
   D. Professional organizations
   E. Ethics and malpractice

III. Clinical practice
   A. Dealing with euthanasia
      1. Human-animal bond
      2. Bereavement
   B. Breed identification
   C. Medical terminology
   D. Animal behavior
   E. Nutrition and diets
   F. Diseases and immunizations
   G. Parasites and anthelmintics
   H. Reproduction
   I. Puppy and kitten care
   J. Geriatrics
   K. Client relations
   L. Inventory Control
   M. Scheduling
   N. Accounting