

CO 180
Veterinary Office Management
3 Credits

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Reviewer: Melissa Hall
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CO 180 Version: 22



Veterinary Office Management

Calendar Description

This course introduces core communication skills that are essential to working in the veterinary field. Both verbal and written communication skills are addressed. Veterinary terminology is also covered and is reinforced in all other courses in the Veterinary Medical Assistant program.

Rationale

This is a required course for Veterinary Medical Assistant students. Effective communication skills are essential for Veterinary Medical Assistants working within the veterinary team and with the public. These skills continue to be reinforced throughout the program.

Prerequisites

A minimum grade of D is required in this course to progress to CO280 Business and Veterinary Communications.

Co-Requisites

None

Course Learning Outcomes

Upon successful completion of this course, students will be able to

1. define, spell and use veterinary medical terms and abbreviations correctly.
2. demonstrate familiarity with the veterinary profession and its regulatory bodies.
3. use tools and information provided to create an effective resume and cover letter for practicum placement.
4. find resources in the library and apply knowledge of citation to correctly reference the resources in assignments and papers.
5. practice effective communication techniques within the veterinary team.
6. illustrate a strong understanding of professionalism and reflect it in interactions with peers and staff.
7. demonstrate effective listening techniques.

8. discuss frequently encountered ethical and legal issues specific to the veterinary industry.
9. contribute to the veterinary team as an effective team player or leader.

Resource Materials

Required Texts

Sirois, M. (2021). *Elsevier's veterinary assisting textbook* (3rd ed.). St. Louis, Missouri:

Elsevier. ISBN: 978-0-323-68145-2

Prendergast, H. (2020). *Front office management for the veterinary team* (3rd ed.).

St. Louis, Missouri: Elsevier.

Reference Texts

Studdert, V. P., Gay, C. C., & Blood, D. C. (2012). *Saunders comprehensive veterinary*

dictionary (4th ed.). New York: Elsevier Saunders. Permanent link to catalogue record:

http://www.library.ualberta.ca/permalink/opac/8141117/LAKELND_LLWEB.

Conduct of Course

In this lecture course, students are expected to ask questions and engage in discussions. Role-playing and sharing of experiences through discussion are techniques used in delivery of the course material. Professional interaction amongst students and the use of professional language are emphasized. A variety of assignments and quizzes are used to evaluate student performance. Many assignments are in-class and require participation therefore attendance is critical to the student's success.

The terminology section of this course is completed online with in-class exams. Students are responsible for completing the required material before the exam is delivered. Computer access and access to D2L is required.

Evaluation Procedures

| | |
|-------------------------------|-----|
| Assignments & Quizzes | 30% |
| Final Paper | 20% |
| Discussion Board Contribution | 10% |
| Terminology Exam | 20% |

| | |
|-----------------------------------|-------------|
| Student Led Clinic Project | |
| Peer Evaluation | 5% |
| Group Presentation | 10% |
| Instructor Evaluation | 5% |
| TOTAL | 100% |

Grade Equivalents and Course Pass Requirements

A minimum grade of D (50%) (1.00) is required to pass this course.

| | | | | | | | | | | | | |
|---------------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| Letter | F | D | D+ | C- | C | C+ | B- | B | B+ | A- | A | A+ |
| Percent Range | 0-49 | 50-52 | 53-56 | 57-59 | 60-64 | 65-69 | 70-74 | 75-79 | 80-84 | 85-89 | 90-94 | 95-100 |
| Points | 0.00 | 1.00 | 1.30 | 1.70 | 2.00 | 2.30 | 2.70 | 3.00 | 3.30 | 3.70 | 4.00 | 4.00 |

A minimum grade of D is required in this course to progress to CO280 Business and Veterinary Communications.

Students must maintain a cumulative grade of C (GPA - Grade Point Average of 2.00) in order to qualify to graduate.

Attendance

Classroom and laboratory attendance is considered vital to the learning process and as significant to the students' evaluation as examinations and reports.

- a. Students having a combination of excused and/or unexcused absence of 20 percent or higher for the scheduled course hours will be required to withdraw and will automatically receive a "RW" (required withdrawal) for the course, regardless of any other evaluation results. (RW is a failing grade.)
- b. An excused absence is one that is verified with your Instructor. Verification should be prior to the absence or the next class day following the absence. Verification of the absence may take the form of a note from your doctor/College nurse regarding illness, or a note from another Instructor regarding a field trip or other activity, or authorization by your Instructor. An unexcused absence is anything NOT verified by the instructor prior to the absence or the next class day following the absence.

NOTE: Any exceptions to the above attendance policy (e.g. timetable conflicts, work-related issues) must be approved in writing by the Department Chair prior to the beginning of the course.

It is the students' responsibility to know their own absentee record.

Normal hours are 8:30 a.m. to 6:30 p.m., with potential for evening courses, exams or extended field trips. Students are expected to be available for classes during these times.

Course Units/Topics

1. Veterinary Terminology
2. Team Building
3. The Veterinary Profession and the role of the VMA
4. Resume Writing and Interview Skills
5. Veterinary Ethics and Legal Issues
6. Non-verbal communication and non-face-to-face communication



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