Chapter 1

Student notes

- Veterinary medicine is a profession that involves _____
- _____
  _____
- Similar to human medicine, the veterinary profession utilizes a ***team*** approach to provide the best care for their animal patients.

Goal of a veterinary practice

- To provide excellent patient care and exceptional customer service.
- Veterinary assistants can help make that goal a reality.
- Every veterinary health-care team member is responsible for the success of the practice.
- The veterinary health-care team works together in the best interest of the patient.

AVMA

- The American Veterinary Medical Association (AVMA) recognizes the value of the various health-care team members.
- *"The veterinary profession is enhanced thorough efficient utilization of each member of the veterinary healthcare team by appropriate delegation of tasks and responsibilities to support staff."*

National Association of Veterinary Technicians in America (NAVTA)

- Veterinary assistants may be approved through a NAVTA-approved veterinary assistant program or trained on the job.
- Approved Veterinary Assistant (AVA) designation.

Veterinary health-care team members

Veterinarian (leader of the team)

- _____: doctor of veterinary medicine who has graduated from an AVMA-accredited postgraduate doctoral program.
- They may be designated as:
  - Doctor of Veterinary Medicine (DVM)
  - Veterinary Medical Doctor (VMD).
- Primary responsibilities:
  - Performing surgery
  - Diagnosing disease
  - Providing prognosis
  - Prescribing medications
- Only veterinarians can perform the above tasks.

Veterinary assistant

- Restraining and exercising patients
- Cleaning hospital and boarding premises
- Setting up equipment and supplies
- Cleaning and maintaining practice and laboratory facilities
- Feeding patients
- Assisting the veterinary technician and veterinarian

Veterinary technician

- _____: graduate of a program accredited by the AVMA Committee on Veterinary Technician Education and Activities (CVTEA).
- _____ have an _____

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- Credentialed through the Veterinary Technician National Exam (VTNE) to become a Licensed Veterinary Technician.
- Duties of a Veterinary Technician:
  - Nursing care
  - Anesthesia
  - Surgical assisting
  - Dentals
  - Laboratory
  - Radiography
  - Etc.

Veterinary technologist

- Graduate of a 4-year, AVMA CVTEA-accredited program who holds a bachelor's degree.
- Duties are similar to the veterinary technician but may be more in depth.

Veterinary technician specialist

- _____ (VTS) are veterinary technicians who have pursued further education, experience, and training in one of the current areas of specialization recognized by the NAVTA.
- They have a _____ _____
- Their advanced knowledge and training culminates in taking a board exam specific to their specialty.

NAVTA recognized specialties

- Emergency and critical care
- Anesthesia
- Dental
- Internal medicine
- Behavior
- Zoological
- Equine nursing
- Surgery
- Clinical practice
- Nutrition
- Clinical pathology
- Laboratory medicine
- Dermatology
- Physical rehabilitation
- Ophthalmology
- Diagnostic imaging

Receptionists

- Play a significant role in the health-care team.
- Face and voice of the hospital.
- _____:
  - Greet clients
  - Detail and clarify invoices
  - Receive money
  - Answer telephone
  - Schedule appointments
  - Acknowledge clients when they walk in
- Professionals with great people skills.
- Usually make the first impressions on the clients.

Office manager

- Responsible for the management of the front office staff.
- Responsibilities can include:
  - Training receptionists on excellent customer service and communication skills
  - Supervise the running of the practice
  - Banking needs
  - Resolution of performance issues of team members.

Groomers

- _____ _____ (skin, nails)
- Training and good communication skills are necessary.
- Some are trained on the job.
- Others _____ _____ (and some states require groomers to be licensed or certified).
- Many groomers belong to the National Dog Groomers Association (NDGA).

Kennel assistant

- Responsible for the cleanliness of patients and alerting the rest of the medical staff of any changes in patient status.
- Additional responsibilities:
  - Feeding and exercising animals
  - Cleaning cages and bedding
  - Reporting behavior changes to the immediate supervisor.

Ethics

- The _____ that govern an individual's behavior or the conducting of an activity.

- Ethics provides a map which lays out the rules of _____ and _____ in protocols, _____, and practices.
- Ethics is the discipline of dealing with what is _____ and _____ or associated with moral duty and obligation.
- It is also the principles of conduct overseeing an individual or a profession.
- Ethics provides a map for people to do _____ within our profession.
- The line between ethical violations and legal violations is thin. A breach of descriptive or official ethical values would not be enforced by a court of law but might be cause for dismissal from the professional association.
- _____ set the _____ in which individuals must adhere. They are a system of rules created and enforced through legislation to regulate behavior
- Members of professions, especially medical professions, are expected to adhere to _____ above those considered appropriate for individuals not involved in a medical profession.
- Veterinary medicine has a _____ for health-care team members to follow.
- Both veterinarians and veterinary technicians have a code of ethics.
- All members of the veterinary health-care team adhere to the medical profession's ethic of _____ – first do no harm.
- The veterinary team must consider the same ethical issues with _____ that have always been thought of when providing care for patients. Focusing on maintaining a strong veterinarian–client–patient relationship (VCPR), advocating equity in access and treatment, and seeking the best possible outcomes, telemedicine can enhance veterinary practice and patient care in ways that provide quality medicine and are _____.

Conclusion

- You have now learned that the veterinary health-care team is composed of many individuals, each with various roles and responsibilities.
- _____ to providing excellent patient care and for the overall success of a veterinary practice!