

SYLLABUS  
PART I  
EDISON STATE COMMUNITY COLLEGE  
VET 131S VETERINARY OFFICE MANAGEMENT  
1 CREDIT HOUR

**COURSE DESCRIPTION**

Introduction to basic office procedures, public relations, and patient record-keeping in a veterinary office. Compliance with regulatory guidelines regarding facility records and logs will be covered, as well as working with veterinary practice management software. Prerequisite: VET 101S and CIS 100S. Lab fee.

**COURSE GOALS**

The student will:

Bloom's Level		Program Outcomes
3	1. Demonstrate veterinary facility management utilizing traditional and electronic media.	2, 3, 5, 8
3	2. Demonstrate professionalism and efficiency in the daily operations of a veterinary facility to provide maximum benefits to the clients, patients, and facility.	2, 3, 5, 6, 7, 8
3	3. Demonstrate professional written, oral, non-verbal, and electronic communication.	2, 3, 5, 6, 7, 8
2	4. Explain the euthanasia process and provide grief management.	3, 5, 9
3	5. Demonstrate good interpersonal communication and team dynamics.	7, 8
3	6. Prepare and maintain accurate medical records and other appropriate documents using written records and veterinary practice software.	1, 2, 3, 5, 8
3	7. Articulate client education in a clear and factual manner.	3, 8

**CORE VALUES**

The Core Values are a set of principles that guide in creating educational programs and environments at Edison State Community College. They include communication, ethics, critical thinking, human diversity, inquiry/respect for learning, and interpersonal skills/teamwork. The goals, objectives and activities in this course will introduce/reinforce those Core Values wherever appropriate.

**TOPIC OUTLINE**

1. Communication: verbal, nonverbal, listening, client communication, co-worker communication, written, electronic, telephone, and social media
2. Crisis intervention and grief management
3. Euthanasia process
4. Assessment and management of emergency situations
5. Veterinary practice management: analyzing, planning, evaluating, advising, organizing, supervising, directing, and implementing policies and procedures
6. Financial operation of a veterinary facility
7. Inventory control
8. Office procedures: scheduling appointments, admitting, and discharging patients
9. Medical records: legal aspects, proper format (SOAP), traditional vs. electronic, log books, and basic filing
10. Marketing: internal and external
11. Veterinary on-line services