# 8/14/2020

# brcc keystone logo

Baton Rouge Community College

*Academic Affairs Master Syllabus*

Date Approved: 28 August 2020

Term and Year of Implementation: Fall 2020

**Course Title:** Veterinary Office Procedures and Hospital Management

**BRCC Course Rubric:** VTEC 1023

**Previous Course Rubric**: VTEC 102

**Lecture Hours per week-Lab Hours per week-Credit Hours**: 3-0-3

**Per semester: Lecture Hours-Lab Hours-Instructional Contact Hours**: 45-0-45

**Louisiana Common Course Number:**

**CIP Code:** 01.8301

**Course Description:** Develops skills needed in the management of veterinary facilities including skills needed for working with people, team approach to problem-solving, veterinary computer applications, ethics in veterinary medicine, appointment scheduling, and record keeping.

**Prerequisites:**  Admission to the Veterinary Technology Program

**Co-requisites:** None

**Suggested Enrollment Cap:** 30

**Learning Outcomes.** *Upon successful completion of this course, the students will be able to:*

1. Identify routine office procedures as they relate to a veterinary practice.

2. Apply managerial skills as they relate to supervision of hospital staff and managing a veterinary practice.

3. Identify skills needed for understanding the human-animal bond.

4. Demonstrate appropriate handling of emergency situations, including client grief.

**Assessment Measures.** Assessment of all learning outcomes will be measured using the following methods:

1. Learning outcomes will be assessed by administering periodic exams and quizzes during the semester and a comprehensive final exam at the end of the semester.

2. Instructor-designed assignments will assess the learning outcomes and will be given as a portion of the total grade. Assignments will include book reports, case study reports and role playing activities; all assignments will be graded using an instructor-designed rubric.

**Information to be included on the Instructor’s Course Syllabi:**

* ***Disability Statement*:** Baton Rouge Community College seeks to meet the needs of its students in many ways. See the Office of Disability Services to receive suggestions for disability statements that should be included in each syllabus.
* ***Grading:*** The College grading policy should be included in the course syllabus. Any special practices should also go here. This should include the instructor’s and/or the department’s policy for make-up work. For example in a speech course, “Speeches not given on due date will receive no grade higher than a sixty” or “Make-up work will not be accepted after the last day of class”.
* ***Attendance Policy*:** Include the overall attendance policy of the college. Instructors may want to add additional information in individual syllabi to meet the needs of their courses.
* ***General Policies*:** Instructors’ policy on the use of things such as beepers and cell phones and/or hand held programmable calculators should be covered in this section.
* ***Cheating and Plagiarism*:** This must be included in all syllabi and should include the penalties for incidents in a given class. Students should have a clear idea of what constitutes cheating in a given course.
* ***Safety Concerns:*** In some courses, this may be a major issue. For example, “No student will be allowed in the lab without safety glasses”. General statements such as, “Items that may be harmful to one’s self or others should not be brought to class”.
* ***Library/ Learning Resources:*** Since the development of the total person is part of our mission, assignments in the library and/or the Learning Resources Center should be included to assist students in enhancing skills and in using resources. Students should be encouraged to use the library for reading enjoyment as part of lifelong learning.

**Expanded Course Outline:**

I. Ethics and professionalism for the veterinary technician

1) Professional behavior

2) Professional image

3) Professional associations

II. Personal and professional development

1) Time and stress management

2) Personal development and leadership development

3) Continuing and lifelong education

III. Client psychology and communication

1) Temperament types

2) Difficult clients

IV. Human-animal bond; dealing with grief

1) What the bond is

2) Euthanasia, dealing with grief

V. Computer usage in a veterinary practice

1) Software programs

2) Internet resources

VI. Office procedures in the veterinary practice

1) Telephone techniques

2) Medical records

3) Financial records

4) Miscellaneous records

VII. Hospital management techniques

1) Developing a veterinary health care team

2) Hiring, resumes, scheduling, firing

3) Marketing, pet insurance

4) OSHA