ANSC 191: Veterinary Office and Computer Skills VETA DEC

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Course Information: Fall 2017, CRN 61491

Course Description
Veterinary Office and Computer Skills covers the support skills needed in a veterinary office. Because veterinary office skills are critical in the success or failure of a practice, this course will emphasize the following: client communication, public relations, ethical and legal procedures, bookkeeping functions, scheduling, records management, and telephone skills. Students will be introduced to an industry-standard veterinary software programs as well as resume writing, interview skills, research and client education.

Activities Required: This is a hybrid course, so there will be required participation on Canvas, Blackboard and other platforms. There will be 1 in-person class conducted on via a live session on Blackboard TBA.

Student Learning Outcomes
Upon completion of the course, the student will be able to:

- Contribute to a welcoming office environment that promotes accurate interactions with patients and clients.
- Work as a team member to deliver service in an ethical, compassionate manner, following the Veterinary Technician's Code of Ethics developed by the National Association of Veterinary Technicians Association Ethics Committee.
- Perform introductory office administrative duties to insure up-to-date filing and retrieval of documents, data entry, billing and receipts, and inventory.
- Demonstrate knowledge of an industry-standard veterinary software program.
- Demonstrate introductory skills for a word processing and spreadsheet program.

Course Content
- Front desk skills - scheduling, admitting/discharging, handling financial transactions, demonstrating professional communication.
- Computer skills - utilizing practice management software and on-line services
- Interactions with co-workers and clients - understanding interpersonal skills, ethics, legal issues, public relations, and crisis management
- Client education - developing and articulating information for clients.
- Medical records - maintaining appropriate legal records.
- Inventory - managing inventory including protocols for controlled drugs.
Course Tasks

- Attend lecture and keep current with all course material
- Complete module intro questions aka “TPR” prior to lecture
- Complete assigned readings by the due date
- Research and post relevant articles with summary and participate in discussions online
- Complete assignments by the due date
- Complete Journal Club and Rounds by the due date
- Create a resume and cover letter for future job hunting
- Participate in a mock interview and self-elevation
- Complete research to create a client education hand out
- Presentation of your client education project to another for recording and evaluation.
- Take final exam on Laulima in the assigned testing center

Assessment Tasks and Grading

Method of grading

In order to receive a passing grade (“D” or above) for ANSC 191, the student must do the following, no exceptions:

- Complete all required assignments and receive at least 70% of the available points
- Obtain an average score of at least 70% on all quizzes and the final exam

Point values

- Module introduction questions aka “TPR” 5 points each - 60 total
- Reading/Discussion Assignments – 10 points each – 50 total
- Journal Club and Rounds – 20 points each – 50 total
- Resume and Mock Interview- 50 points
- Client Education Handout/ Presentation/ Video - 75 points
- Final Exam – 75 points
- Total points for class: 400 points

Student Responsibilities

- The student will be held responsible for being familiar with all material presented in lectures, readings, and classmates’ presentations. Please note that part of the course grade is based on work ethic and employability skills as judged by the instructor.
- The student is expected to participate in all course activities and complete all examinations and course assignments on time.

Time

- Any changes in the course schedule, such as examination dates, deadlines, etc., will be announced ahead of time via email and on the Laulima website. It is the student’s responsibility to be informed of these changes. It is the student’s responsibility to be informed about deadlines concerning registration (e.g., last day for withdrawal).
- Communication: The instructor will communicate with students through email and the Laulima website.
**Employability Skills and Work Ethic**

Points will be awarded based on subjective assessment of the student’s ability to work well with others, maintain a respectful demeanor toward peers and instructors, and fulfill responsibilities.

Behaviors evaluated for this assessment include but are not limited to:

- Takes initiative for own learning
- Helps out other team members
- Treats all members of the team with respect and courtesy
- Arrives for class promptly and ready to learn
- Responds cheerfully when asked to do a task
- Acts professionally and does not complain, gossip or talk about others in the profession (in or outside the program) during class or laboratory
- Accepts constructive criticism
- Follows instructions
- Seeks help or asks for clarification when needed

The final score is completely at the discretion of the instructor; however, students will receive written feedback at the end of the course to provide an opportunity for self-improvement.

Students are expected to be familiar with and follow the Standard Operating Procedures outlined in the WCC Veterinary Technology Program Student Handbook.

**Instructor’s Pledge to Students**

The instructor promises to make every effort to:

- Listen to concerns and constructive criticism with an open mind
- Be clear and transparent with grading policies and expectations
- Communicate critical information such as schedule changes and exam details in a timely fashion
- Be available to offer extra help and clarification whenever possible
- Support in all things with positivity and respect for all students

**Course Goals**

This course consists of fifteen modules covering the following concepts. Each module will last approximately one week. Additionally, more specific objectives will be provided during the course for each module:

Module 1 – This module introduces the concepts of professionalism and ethics. These topics will guide the lectures and discussions throughout this course. Students will also become familiarized with the various roles in a veterinary practice and how a medical case moves among those individuals.

Module 2 – This module focuses primarily on the role of the receptionist. This person often gives a client the first impression of a veterinary practice.

Module 3 – This module delves into communication skills - undoubtedly the most important office skill to develop. The focus of this module will be client communication.

Module 4 – This module delves further into communication skills as we examine interpersonal communication, teamwork and leadership skills.
Module 5 – This module covers front office triage. We will discuss how front office personnel can assess the degree of urgency regarding calls and walk-in cases. This module is about working with clients, especially getting acquainted with resources and developing skills to educate owners about caring for their pets.

Module 6 – This will be an overview of job hunting skills. You will create a resume, cover letter and list of references. Then a mock interview will be done and you will complete a self-evaluation.

Module 7 – This module covers a concept which is particularly appropriate to the veterinary profession - the Human-Animal Bond and Grief/ Euthanasia.

Module 8 – This module continues on the concept of the Human Animal Bond and Disaster preparedness.

Module 9– This module will cover stress, burnout and compassion fatigue.

Module 10– This module covers inventory control in practice and the importance of logging controlled substances used in veterinary medicine

Module 11 - This will be an overview of the popular practice management software, AVImark. We will utilize an online training program from Henry Schein that will go through the software and once finished you will get a certificate of completion.

Module 12 - 15 – During each of these weeks, students will give a co-worker or client education presentation that they have prepared throughout the semester and record the presentation. The topics, format, and grading rubric will be discussed in detail.

Module 16 – This module will provide the opportunity to review the course using a study guide and discussions.

Module 17- FINAL EXAM

**Course Readings and Resources**

**Textbooks:**

Front Office Management for the Veterinary Team / Edition 2. by Heather Prendergast


-This book is not required by highly recommended

**Resources:**

- Veterinary Support Personnel Network (VSPN): www.vspn.org. Resources, online CE courses, and bulletin boards for veterinary technicians and other support staff. Must sign up for a free account to access.
- Vetfolio: www.vetfolio.com The North American Veterinary Community (NAVC) and the American Animal Hospital Association (AAHA), two leading associations in the veterinary field have formed a joint partnership providing. Web based continuing education and articles for veterinary professionals on a wide range of topics. Must sign up for a free account to access.
- DVM360: [www.dvm360.com](http://www.dvm360.com) A consortium of veterinary business journals including *Veterinary Economics*, *Veterinary Medicine*, and *First line*.
- Learning resources:
- Lectures: PowerPoint lectures will be posted in the Syllabus below and the Module Overview page.
- Handouts: Factsheets, guides, and conference / guest speaker notes will be included with many of the modules. Many of these are provided as additional references on the topic at hand.

**Course Communication**

**News and Announcements**

The News and Announcements Forum, linked under the Course Communication Center module on our course's home page, serves as a way for me to make announcements within our virtual learning environment. All students are automatically subscribed to this forum and will receive a duplicate email of each message posted within it.

**Discussion Forum**

The discussion forum will be used for the submission of some assignments and for communication with other class members on topics of interest to the whole class. In some cases you will be asked to discuss assignments and translation approaches and techniques that you have used for your language pair and compare them to what others have done. You may also be asked to discuss how you have approached such issues as cultural problems and how you have overcome them so that other students in the class can benefit. All forums are public. Therefore, whatever is posted can be seen by everyone in the course. If you want to send a private message, use email.

**Email**

Course participants can also use email to communicate with me, group members, and each other privately. Please copy me on all communications using email so that I can keep up on what's going on.

**Course Schedule**

<table>
<thead>
<tr>
<th>Module</th>
<th>Topics</th>
<th>Assignments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Orientation</td>
<td>Course Introduction</td>
<td>Syllabus review</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Course Introduction Video</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Introduce Yourself Discussion</td>
</tr>
<tr>
<td>Week 1 Module 1</td>
<td>Module 1: Professionalism and Ethics</td>
<td>TPR</td>
</tr>
<tr>
<td>(August 21 - August 27)</td>
<td>Client Education Research Paper introduction</td>
<td>Journal Club</td>
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<tr>
<td></td>
<td>Job Hunting Documents introduction</td>
<td>Assignment 1 Due Rounds</td>
</tr>
<tr>
<td>Week 2 Module 2 (August 28 - September 3)</td>
<td>Module 2: Front Desk</td>
<td>TPR Journal Club Assignment 2 Due Rounds</td>
</tr>
<tr>
<td>Week 3 (September 4 - September 10)</td>
<td>Catch Up Week</td>
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<tr>
<td>Week 4 Module 3 (September 11 - September 17)</td>
<td>Module 3: Communication</td>
<td>TPR Assignment</td>
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<tr>
<td>Week 5 Module 4 (September 18 - September 24)</td>
<td>Module 4: Interpersonal Relationships Virtual Guest Speaker</td>
<td>TPR Assignment Client Education Topic &amp; Sources</td>
</tr>
<tr>
<td>Week 6 Module 5 (September 25 - October 1)</td>
<td>Module 5: Triage</td>
<td>Assignment Group Rounds and Class Rounds</td>
</tr>
<tr>
<td>Week 7 Module 6 (October 2 - October 8)</td>
<td>Module 6: Job Hunting</td>
<td>TPR Job Hunting Documents</td>
</tr>
<tr>
<td>Week 8 Module 7 (October 9 - October 15)</td>
<td>Module 7: Human Animal Bond and Grief</td>
<td>TPR Assignment</td>
</tr>
<tr>
<td>Week 9 Module 8 (October 16 - October 22)</td>
<td>Module 8: Disaster Preparedness Interviews (Outside Class)</td>
<td>TPR Journal Club Assignment Rounds</td>
</tr>
<tr>
<td>Week 10 Module 9 (October 23 - October 29)</td>
<td>Module 9: Stress, Burnout and Compassion Fatigue Webinar Interviews (Outside Class)</td>
<td>TPR Assignment</td>
</tr>
<tr>
<td>Week 11 Module 10 (October 30 - November 5)</td>
<td>Module 10: Inventory and Controlled Drugs Interviews (Outside Class)</td>
<td>TPR Rounds</td>
</tr>
<tr>
<td>Week 12 Module 11 (November 6 - November 12)</td>
<td>Module 11: Practice Management Software: avimark</td>
<td>Assignment Self-Evaluation (from Interview)</td>
</tr>
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Course Requirements

TPR:

These are questions to introduce the modules, meant to simply get you thinking about the topic. They are graded for completion not correction as many of these questions ask for your thoughts and opinions which have no “correct” answers! These are to be completed prior to anything else in the module being done.

Readings and Assignments:

You are required to read assigned chapters from the Textbook Front Office Management for the Veterinary Team or other posted sources. You will need to use the chapter or provided resource to complete the assignment questions. Many of these questions will appear later on your final exam. These will be due by Sunday by midnight for each module/week.

Journal Club and Rounds:

As is a common practice in veterinary medicine we will have weekly discussions aka “Rounds”. Each of you will find a relevant article (best would be found in a peer reviewed journal but you will also find many relevant articles for each module in veterinary publications such as DVM360, vetfolio, AAHA, AVMA NVTA, etc). After reading the article you will summarize it and then post your summary and link to the article/ PDF version in the discussion board on Laulima. You will have by midnight Wednesday to post your article and summary. This is what “Journal Club” is all about, you- the students searching the literature and finding good relevant articles that will generate questions and discussion that all your classmates can learn from. You will be expected to comment on at LEAST 3 other classmates. Your posts and responses will be graded based on effort, clarity, and accuracy. A good back and forth with comments, thoughts and additional questions are what makes “Rounds” a useful tool for learning even more from each other. I will be taking part, commenting and answering/asking questions as well. This is often done in an online format on VSPN.

Job Search preparation:
You will create a resume, write a cover letter and participate in a Mock interview then follow up with a final thank you note. This is meant to get you ready for your future job hunting and will hopefully help you find gainful employment. Your grade will be based heavily on your self-evaluation of your recorded interview.

Client Education Project/Presentation:

A description of research topics can be found in Resources. Details will also be discussed in the class introduction. Students will choose one of the projects topics. Students may design and propose their own projects if approved by the instructor. You will complete comprehensive research and then create a 1 page handout/brochure for clients. You will then present your topic, record this presentation then post to the rest of the class to complete peer evaluations and a self evaluation. All students must present their projects using visual aids (power points, models etc). Correct MLA citation must be given for all sources.

Exam: The student will take a final exam to demonstrate knowledge and understanding of information presented in the lectures, text readings, and assignments. The final exam will be cumulative and will include knowledge needed for the Veterinary Technician National Examination. The student will take a computer-based final exam at an approved University of Hawaii Testing Center.

*When posting anything on Canvas, Blackboard, Laulima etc, please follow the guidelines in the following two sections:

**Netiquette**

The best possible experience in discussion forums and in e-mail exchanges occurs when respect is shown to all participants. When addressing other people on the discussion forums, think about the impact of your words and remember that unlike face-to-face communication, those you communicate with cannot see the expression on your face or hear the intonation in your voice.

Try to be brief and to the point. Answer questions but do not be drawn into arguments. The discussion forum is not the place for political arguments or for discussion of inappropriate topics.

If you cite someone else’s ideas, make sure to give them credit.

**Peer Feedback**

Collaborative learning is a part of this course. Students are expected to provide quality feedback to their peers. Some of the ways that this can be done in this course include the following:

- Be nonjudgmental and provide specific examples if discussing the work of someone else
- Cite examples from your own work or cite other research as a way to make your point
- Make suggestions that are easy to understand and make sense. Suggest specific processes that a person might use to solve a particularly difficult problem.
Grading

Grade breakdown will be as follows:

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Occurrences</th>
<th>Total Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>TPR</td>
<td>8 x 5 points</td>
<td>40</td>
</tr>
<tr>
<td>Assignments</td>
<td>8 x 15 points</td>
<td>120</td>
</tr>
<tr>
<td>Journal Club</td>
<td>3 x 5 points</td>
<td>15</td>
</tr>
<tr>
<td>Rounds</td>
<td>5 x 10 points each</td>
<td>50</td>
</tr>
<tr>
<td>Job Hunting (documents, interview and self-eval)</td>
<td></td>
<td>50</td>
</tr>
<tr>
<td>Client Education Project</td>
<td></td>
<td>75</td>
</tr>
<tr>
<td>Final Exam</td>
<td></td>
<td>75</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>425</td>
</tr>
</tbody>
</table>

Calculation of grade: The final letter grade for this course will be determined on the basis of the total number of points and will follow the normal University of Hawaii grading system. Thus, the letter grade is determined by the percentage of points accumulated, based on the following scale:

A - 90%-100% (340-425 points)
B - 80%-89% (280-339 points)
C - 70%-79% (220-279 points)
D - 60%-69% (160-119 points)
F - 0 -59% (<160 points)

Please note that “N” grades are not given for this course

Grades may be curved at the instructor's discretion; however, the student should use the above grading scale to evaluate their performance throughout the class. If you miss a deadline because of an illness or legitimate emergency, you must contact the instructor within 48 hours to arrange a time to take a make-up assignment. The instructor will request that the student present evidence of the illness or emergency that caused the student to miss the assignment. While make-ups will cover the same content area as a missed assignment, the format and specific questions may be different. No retests will be given for any reason.
Attendance and Class Preparation Policy

This is an online class and students are expected to keep pace with module assignments. Students are required to complete reading and discussion assignments by the posted deadlines, and interact with the instructor and other members of this online class using the delivery platform with professionalism. There will be no make-up work. As in real life, no assignments will be accepted late. In case of illness or other serious emergencies, please provide documentation and notify the instructor by e-mail. Students may not stop and restart the class.

Please read the University of Hawaii Policies on Academic Integrity

See the E7.208 University of Hawaii Systemwide Student Conduct Code

The UH Student Conduct Code shall apply to conduct that occurs on UH premises, at UH sponsored activities, in distance/on-line courses and events, and to off-campus conduct that affects the UH Community and/or the pursuit of its objectives. Each student shall be responsible for his/her conduct from the time of application for admission through the actual awarding of a degree.

Additional Information

Student responsibilities
The student is expected to view all lectures, participate in all course activities, and complete all examinations and course assignments on time. Any changes in the course schedule, such as examination dates, deadlines, etc., will be announced ahead of time on the course website or by UH email. Students should check their UH email address regularly (at least every 48 hrs.) So that they can be informed of course changes in a timely manner. It is the student's responsibility to be informed of these changes. It is also the student's responsibility to be informed about deadlines critical to making registration changes (e.g., last day for making an official withdrawal).

How to succeed in this class
Although you can download all lecture outlines and course materials, you will not succeed in this class without reading articles and other materials thoroughly and thoughtfully. Courses at WCC generally require a minimum of three hours of independent study time for each hour in class. It is your responsibility to allocate the appropriate amount of time needed for study and be realistic about all personal and professional commitments that may cut into your study time.

Accommodations for students with disabilities
If you have a physical, sensory, health, cognitive, or mental health disability that could limit your ability to fully participate in this class, you are encouraged to contact the Disability Specialist Counselor to discuss reasonable accommodations that will help you succeed in this class. Ann Lemke can be reached at 235-7448, lemke@hawaii.edu, or you may stop by Hale ‘Akoakoa 213 for more information.