



Veterinary Assistant

CC011

Please read the information in this syllabus before proceeding to the course materials.

Credits 1

Prerequisites None

INSTRUCTIONAL TEAM

Margi Sirois

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Our Academic Advisors are also available to help you when you need it. They are trained to provide answers to your questions about the course or program.

Phone: 1-800-224-7234

Hours: 8:30AM – 8:30PM (Eastern Standard Time), Monday-Friday

MAIL

James Madison High School

6625 The Corners Parkway, Suite 500

Norcross, GA 30092

TEXTBOOK

This course does not require a textbook and contains all the materials and items you need to complete the course.

The Veterinary Office is an examination of the interpersonal skills and professional characteristics required of an effective veterinary assistant, the employment opportunities for those with training in animal care, and the daily responsibilities within the veterinary office.

LEARNING OBJECTIVES

After completing the Veterinary Office course, students will be able to:

- Describe the educational requirements, roles, and responsibilities of each member of the veterinary health care team
- Discuss the legal and ethical issues applicable to veterinary practice
- Explain common veterinary office functions, including greeting patients, answering telephones, scheduling appointments, managing financial accounts and medical records, maintaining inventory levels, and admitting and discharging patients.
- Identify effective methods of client and team member communication
- Discuss the importance of human-animal bond and its role in pet loss and grief



- Define the meanings of common prefixes and suffixes used in medical terms
- Define terms used for common surgical procedures, diseases, instruments, procedures, and dentistry
- Describe anatomical terms for direction
- Describe the structure and functions of the skin and related structures
- List the organs that comprise each animal body system and describe the general function of each
- Describe the routes of drug administration and the forms in which drugs are available

LESSONS	TOPICS
Part 1	
Lesson 1: Introduction to Veterinary Practice	The history of veterinary medicine; types of veterinary practices; the team approach to veterinary medicine; rolls and responsibilities of team members; personal qualifications; professionalism and ethics; laws and agencies related to veterinary practice.
Lesson 2: The Business of Veterinary Medicine	Front-office team members and veterinary assistant roles; greeting clients on the phone and in person; telephone triage; scheduling appointments; accounts receivable; pet health insurance; inventory control and reorder points.
Lesson 3: Office and Hospital Procedures	General requirements and commonly used formats for medical records; records maintenance; common office forms; procedures for admitting and discharging patients.
Lesson 4: Communication and Client Relations	Communication with animals and owners; the effect of body language on client communication; the human-animal bond; pet loss and grief; compassion fatigue.
Lesson 5: Veterinary Terminology	Common terms used to describe animals; anatomical terms of direction; terms for body regions; word roots and combining forms.
Lesson 6: Veterinary Anatomy and Physiology	Cells and tissues; skeletal and muscular systems; the integument; circulatory and respiratory systems; nervous system and special senses; endocrine, digestive, urinary, and reproductive systems.
Lesson 7: Veterinary Pharmacology	Dosage forms and calculations; prescriptions; storage and handling of medications; drugs for specific body systems; antimicrobials; antiparasitics; anti-inflammatories; disinfectants and antiseptics.



GRADING

The following point totals correspond to the following grades:

POINTS	GRADE
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100-90	A
89-80	B
79-70	C
65-69	D
Below 65	F

James Madison High School allows 2 attempts on exams. If a student is not satisfied with his/her score on the 1st attempt, an exam may be resubmitted. The 2nd attempt is not required as long as the final course average is above 65%. The higher of the 2 attempts will be the score that counts towards the final average.

Exams are timed and once you begin an exam, the timer runs continuously, even if you leave the course. Refer to the exam instructions for the time limit (in most cases 3 hours), but the time limit cannot be spread over multiple days.

GRADE WEIGHT

TOPIC	ACTIVITY	PERCENTAGE
	Part 1	
Lesson 1:	MC Quiz	10%
Lesson 2:	MC Quiz	10%
Lesson 3:	MC Quiz	10%
Lesson 4:	MC Quiz	10%
Assignment	Project	15%
Lesson 5:	MC Quiz	10%
Lesson 6:	MC Quiz	10%
Lesson 7:	MC Quiz	10%
Assignment	Project	15%



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ACADEMIC AND COURSE POLICIES

Please see the Academic Policies section in the James Madison High School Catalog for information on Course policies, including the Exam/Assignment Retake Policy, Grading Policy, Academic Honesty Policy, and Student Conduct Policy.

