

BUSN 191 Veterinary Office and Computer Skills

3 credits

Wednesday 3:00 – 5:30 p.m.

INSTRUCTOR: Peggy Regentine
OFFICE: Na'auao 121
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EFFECTIVE DATE: Fall 2009

WINDWARD COMMUNITY COLLEGE MISSION STATEMENT

Windward Community College is committed to excellence in the liberal arts and career development; we support and challenge individuals to develop skills, fulfill their potential, enrich their lives, and become contributing, culturally aware members of our community.

Class and Times

CRN 62287	BUSN 191	Mondays	3-5:30	Noeau 123	15 weeks
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Office Hours

Instructor may be found in Noeau Lab or Na'auao 121 Office

Day	Hours – May be in Noeau Lab 124
Monday	2:45 -3:30; 4:45 – 5; 7:50 – 8:15
Tuesday	11:00-11:15; 12:30 – 1:30
Wednesday	2:45 – 3; 5:30-6
Thursday	11:00-11:15; 12:30 – 1:30
Friday	Will schedule appointments as needed ☺

CATALOG 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 one or more industry standard veterinary software programs as well as word processing and spreadsheet software.

ACTIVITIES

One visit to a veterinarian's office will be planned.

STUDENT LEARNING OUTCOMES

The student learning outcomes for the course are:

1. Contribute to a welcoming office environment that promotes accurate interactions with patients and clients.
2. 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.

3. Perform introductory office administrative duties to insure up-to-date filing and retrieval of documents, data entry, billing and receipts, and inventory.
4. Demonstrate knowledge of an industry-standard veterinary software program
5. Demonstrate introductory skills for a word processing and spreadsheet program.

COURSE TASKS

1. Demonstrate effective and positive interpersonal skills with patients, clients, and coworkers.
2. Provide care and service for patients and demonstrate empathy when needed.
3. Demonstrate inventory control, filing and updating medical records, and billing and inventory control using paper and pencil or simple spreadsheet documents.
4. Using Cornerstone software, demonstrate competency with four of the following items: inventory management, treatment list, medical history, prescription labeling, reminder lists, bookkeeping functions, or appointment calendars.
5. Produce a simple word processing letter requesting payment for late fees and a simple spreadsheet document listing pet supply inventory.

COURSE EVALUATION

The requirements for this course consist of five projects, five quizzes (from *Veterinary Office Practices* text and assigned Internet readings and veterinary software documentation), a midterm exam, and a final exam. The quizzes are focused on given case studies. The exams will be based on class lectures, assigned readings from the required texts, group assignments and skills involved in the project assignments. The two exams will contain both a written and hands-on section.

POINTS

The assignment of points may vary slightly each semester but the following is typical:

Five Projects	25 points	125 points
Midterm Exam	25 points	25 points
Oral Presentation	25 points	25 points
Final Exam	25 points	25 points
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TOTAL		200 points

DUE DATES – Modifications may be made during semester

Project 1	9/9
Project 2	9/23
Project 3	9/30
Project 4	10/21
Project 5	11/4
Midterm	10/7
Final	12/16
Presentations	12/2 & 12/9

ASSESSMENT TASKS AND GRADING

The letter grade for the course will be given as follows:

- A 90 - 100% of possible points
- B 80 - 89% of possible points
- C 70 - 79% of possible points
- D 60 - 69% of possible points
- F Below 60% of possible points

LEARNING RESOURCES

Veterinary Office Practices, Kehn, Cengage Learning, 2004.

ADDITIONAL INFORMATION

LAB HOURS: See Computer Lab Door

COMPUTER LAB PAPER: The Academic Computing Services has established a policy allowing a quota of paper to every lab user. After this quota is used, students will be billed for paper usage. This policy will be discussed the first week of our class.

(<http://www.wcc.hawaii.edu/students/Downloads/Uniprint.htm>)

FILE STORAGE: All students will need a storage medium for the semester if they transport files from WCC to another computer. Each student will automatically have a storage section given to their username. Students must save all files to this drive.

DISABILITIES ACCOMMODATION STATEMENT

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.

Notes:

BUSN 191 Veterinary Office and Computer Skills (Monday 3-5:30 p.m.)

CRN 62287 (15 sessions)

Text References: Veterinary Office Practices

#	Date	Lesson Plan	Dates
1	8/26	Introduction to Class; Course Outline; Syllabus; Computer Lab and Laulima Questions to Address: Why do people choose to own pets? What are the needed characteristics of a good veterinary provider? What is the role of a Veterinary Assistant? What characteristic(s) do you have for helping animals? Introduction to the Veterinary Practice Chapter 1 & Care and Maintenance of the Veterinary Practice Facility Chapter 2 Office Software and Cornerstone Program What is the Oral Presentation & what is my topic? Practice with email and contacting instructor Write an email Care and Maintenance of the Veterinary Practice Facility OSHA and care of a veterinarian facility	
2	9/2	Chapter 3 Administrative Duties medical records; filing; admission & discharge; Mail How to write a business letter using Word	
3	9/9	Chapter 4 Computers How to write a resume for a veterinary assistant position How to effectively search the WWW for information	Project 1 letter
4	9/16	Chapter 5 Interpersonal Communication Communication Skills-positive traits; positive interaction; veterinary team communication; conduct a mock interview	
5	9/23	Chapter 6 Office stress and time management; How to create an inventory spreadsheet	Project 2 Flyer
6	9/30	Chapter 7 Interacting with Clients Communication Skills- Speaking clearly & answering calls for patient appointments telephone skills; appointment scheduling; greeting clients; euthanasia	Project 3 SS
7	10/7	Midterm	
8	10/14	Chapter 8 Ethics 10/15 Last day of official withdrawal	
9	10/21	Chapter 9 Fee Collection Procedures Veterinarian Fees Computerized billing Payroll Accounting Billing Customers/Computerized Billing Sending Statements & Collecting Past Due Accounts Forms & Employee compensation Accounting Terms & Explaining the Veterinarian's Fee Schedule	Project 4 WWW
10	10/28	Cornerstone software add, modify, delete clients) (enter charges for a visit) (enter SOAP) (fill prescriptions) (send reminders & rechecks) (enter charges for a visit) (statements and collections)	
11	11/4	Cornerstone software & Customer Service	Project 5 Resume
	11/11	Veteran's Day Holiday	
12	11/18	Cornerstone software & Customer Service	
13	11/25	Cornerstone software 11/26 Thanksgiving Day	
14	12/2	Oral Presentations on Vet Tech Topic of Choice	Present
15	12/9	Oral Presentations on Vet Tech Topic of Choice 12/10 Last day of official instruction	Present
	12/16	Final Exam 2:30 -4:20	
	12/24	Responsibility to the Veterinarian's Profession	
	12/24	Grades available on My UH Portal	