ANSC 191: Veterinary Office and Computer Skills
CRN 61173 & CRN 61174

Instructor: Dr. Amy DeLisle RVT, MEd, DVM
Office: Hale Kakoo 127
Office Hours: Wednesday 9am-10am, Wednesday 1pm-2:30pm or by appointment
Office phone number: Cell 214-585-3778
Email: adelisle@hawaii.edu
Effective Date: Fall 2017

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. (3 hour lecture)

Activities Required: This is a hybrid course, so there will be required participation on Laulima every week.

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 quizzes by the due date
- Create a resume and cover letter for future job hunting
- Participate in a mock interview and self-elevation
- Complete a research paper and client education hand out
- Presentation of your client education project to classmates then produce a final video for social media.
- 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
- Employability Skills and Attitude (see “Student Responsibilities”) – 50 points
- Module introduction questions aka “TPR” 5 point each- 40 total
- Reading/Discussion Assignments- 15 points each - 165 total
- Journal Club and Rounds – 20 points each – 70 total
- Resume and Mock Interview- 50 points
- Client Education Research Paper/ Client Handout/ Presentation/ Video - 175 points
- Final Exam – 100 points
- Total points for class: 650 points

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 by 9am every Wednesday prior to lecture.
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, however I recommend reading through the chapter prior to Wednesday lectures so that you can get the most out of our time in class.

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. 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. Rounds will close Sunday at midnight.

Job Hunting 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 paper/ project topics can be found on Laulima. Details will also be discussed in the class introduction. Students will choose one of the projects topics. There will be an online sign-up sheet for topics and presentation times. Students may design and propose their own projects if approved by the instructor. You will complete a 3-4 page research paper on your topic, then condense that into a 1 page handout/ brochure for clients. You will then present your topic to the class and will complete peer evaluations and a self evaluation. All students must sign-up to present their projects to the class using visual aids (power points, models etc). Correct MLA citation must be given for all sources. Finally you will create and then post a short client education video.

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.

GRADING SCALE  Total Points and Grade Equivalent

\[\begin{align*}
\geq 600 & \quad A \\
599-520 & \quad B \\
519-450 & \quad C \\
449-390 & \quad D \\
< 389 & \quad F
\end{align*}\]

Policy on Make-Up Assignments: 
If you miss a deadline because of an illness or legitimate emergency, you must contact the instructor **within 48 hours** to arrange a deadline extension. The instructor may request that the student present evidence of the illness or emergency that caused the student to miss the deadline. If the student misses a deadline for any other reason, the student will not receive credit.

**ACADEMIC DISHONESTY**

Students involved in academic dishonesty will receive an "F" grade for the course.

Academic dishonesty includes cheating on exams and plagiarism. See the 2015-2016 course catalog for a description of the University’s policies concerning academic dishonesty.

**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.
- 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
- Make good and efficient use of class time to maximize learning

Learning Resources
American Animal Hospital Association (AAHA): https://www.aaha.org/professional/resources/default.aspx multiple educational resources, position statements, guidelines and protocols. Their online CE is provided through Vetfolio.

American Veterinary Medical Association (AVMA): https://www.avma.org/KB/Pages/default.aspx this is the governing body of veterinary medicine in the United States. They set policies and work to ensure legislation is appropriate for us. They have many recourse, position statements and guidelines.

American Veterinarian: http://www.americanveterinarian.com/ “American Veterinarian® provides veterinarians, veterinary technicians, and veterinary assistants with the news and expert commentary on the latest research in veterinary medicine, including: diagnosis; treatment and prevention of species-specific diseases; product and recall information; case studies; client education; and legal and regulatory updates” It is free to subscribe and this publication has many current articles about all aspects of veterinary medicine.


National Association of Veterinary Technician in America (NAVTA): www.navta.net. Various articles. (Optional) Must sign up for a membership to access.

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 A consortium of veterinary business journals including Veterinary Economics, Veterinary Medicine, and Firstline.

*Additional resources will be announced and syllabus updated if needed*
**Additional Information**

**Laulima:** Your instructor has created a Laulima website to accompany this course. This website contains lecture outlines, copies of course forms and syllabi, links to on-line learning resources, and a discussion board for required input. To access: go to https://laulima.hawaii.edu/portal. Login using your UH username and password and click on ANSC 191.

**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.*

**Schedule: Subject to Change**

<table>
<thead>
<tr>
<th>Week 1</th>
<th>Class 8/21 - 8/27</th>
<th>Introduction to Class</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>No assignments due</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Week 2</th>
<th>Class 8/28 - 9/3</th>
<th><strong>Module 1: Professionalism and Ethics</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Client Education Research Paper introduction- speaker from Writing Center</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Job Hunting Documents introduction</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• TPR due 9am 8/30 • Journal Club due by midnight 8/30</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Assignment due by midnight 9/3 • Rounds completed by midnight 9/3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Week 3</th>
<th>Class 9/4 - 9/10</th>
<th><strong>Module 2: Front Desk</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>• TPR due 9am 9/6 • Journal Club due by midnight 9/6</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Assignment due by midnight 9/10 • Rounds completed by midnight 9/10</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Week 4</th>
<th>Class 9/11- 9/17</th>
<th><strong>Module 3: Communication</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>• TPR due 9am 9/13 • Assignment due by midnight 9/17</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Week 5</th>
<th>Class 9/18- 9/24</th>
<th><strong>Module 4: Interpersonal Relationships</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>• TPR due 9am 9/20 • Assignment due by midnight 9/24</td>
</tr>
<tr>
<td></td>
<td></td>
<td>RESEARCH PAPER TOPIC AND SOURCES DUE by midnight 9/24</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Week 6</th>
<th>Class 9/25-10/1</th>
<th><strong>Module 5: Triage</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Guest Lecturer</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• TPR due 9am 9/27 • Assignment due by midnight 10/1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Week 7</th>
<th>Class 10/2- 10/8</th>
<th><strong>Module 6: Job Hunting</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>• Assignment due by midnight 10/8</td>
</tr>
<tr>
<td>Week 8</td>
<td>Class 10/9 – 10/15</td>
<td><strong>Module 7: Human Animal Bond and Grief</strong>  INTERVIEWS (outside class)  • TPR due 9am 10/11  • Assignment due by midnight 10/15</td>
</tr>
<tr>
<td>-----------</td>
<td>-------------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Week 9</td>
<td>Class 10/16- 10/22</td>
<td><strong>Module 8: Human Animal Bond and Disaster Preparedness</strong>  INTERVIEWS (outside class)  • TPR due 9am 10/18  • Journal Club due by midnight 10/18  • Assignment due by midnight 10/22  • Rounds completed by midnight 10/22</td>
</tr>
<tr>
<td>Week 10</td>
<td>Class 10/23 – 10/29</td>
<td><strong>Module 9: Stress, Burnout and Compassion Fatigue</strong>  ONLINE WEBINAR  • TPR due 9am 10/25  • Assignment due by midnight 10/29  • SELF EVALUATION from interview due by midnight 10/29</td>
</tr>
<tr>
<td>Week 11</td>
<td>Class 10/30 – 11/5</td>
<td><strong>Module 10: Inventory and Controlled Substances</strong>  • Assignment due by midnight 11/5  • Rounds completed by midnight 11/5  • ROUGH DRAFT of Research Paper and Client Handout due by midnight 11/5</td>
</tr>
<tr>
<td>Week 12</td>
<td>Class 11/6 – 11/12</td>
<td><strong>Module 11: Veterinary Software</strong>  • Assignment due by midnight 11/12  • FINAL DRAFT of Research Paper and Client Handout Due by midnight 11/12</td>
</tr>
<tr>
<td>Week 13</td>
<td>Class 11/13- 11/19</td>
<td><strong>Module 11: AVIMark</strong>  • begin online training due in completion by 12/11 by midnight</td>
</tr>
<tr>
<td>Week 14</td>
<td>Class 11/20 – 11/26</td>
<td><strong>Class Presentations on Wednesday November 22nd</strong>  5 people from 11:15am class to present at 10:00am class</td>
</tr>
<tr>
<td>Week 15</td>
<td>Class 11/27 – 12/3</td>
<td><strong>Class Presentations on Wednesday November 29th</strong>  5 people from 11:15am class to present at 10:00am class</td>
</tr>
<tr>
<td>Week 16</td>
<td>Class 12/4 – 12/10</td>
<td><strong>Class Presentations &amp; Study Guide</strong>  Last presentations on Wednesday 12/6  Presentation Self- Evaluation due by Wednesday 12/6 at midnight  Final Client Education Video due by Sunday at midnight</td>
</tr>
<tr>
<td>Week 17</td>
<td>Class 12/11 – 12/15</td>
<td><strong>Final Exam</strong></td>
</tr>
</tbody>
</table>
*subject to change