EXCELSIOR COLLEGE

7 Columbia Circle, Albany, NY 12203-5159
Phone: **518.608.8211** | Toll Free: **888.647.2388** | Fax: 518.464.8777
WWW.EXCELSIOR.EDU/CPD

CENTER FOR PROFESSIONAL DEVELOPMENT

VETERINARY ASSISTANT

240 Hours/12 Months/Instructor-Facilitated
Course Code: **CPD124**

OVERVIEW

Enjoy the rewards of working with animals! The Veterinary Assistant Program will teach you how to help keep animals healthy, care for them when they're ill, and assist veterinarians in their offices. This program also covers interpersonal communication, interaction with clients and their animals, and how to assist the veterinarian during examinations. Administrative duties, such as fee collection, banking, and accounts payable are also emphasized, and the program contains basic information about pet insurance.

Developed by veterinary professionals, our online veterinary assistant training will teach you the procedures and skills necessary to bring health and comfort to animals and their owners. Through our program, you'll learn how to channel your love of animals into a rewarding career supporting the activities of the veterinarians and technicians.

NOTE: This program *does not license, certify, or register* veterinary technicians in any state through the Board of Veterinary Medical Examiners.

OBJECTIVES

Upon completion of the Veterinary Assistant Program, you will:

- Have knowledge of safety measures to prevent injury to animals and their owners, as well as the veterinary team
- Know how to communicate in an effective manner with the veterinary team, animal owners, and visitors to the veterinary clinic
- Be able to apply ethical and legal standards to issues in the veterinary office
- Understand proper office and compartment cleaning methods for the safety of animals and the veterinary team
- Understand veterinary medical terminology
- Be able to perform office administration duties
- Understand the basics of responsible animal care
- Know how to handle animal specimens correctly and process them accurately

MATERIALS INCLUDED

- *Veterinary Office Practices*
- *Illustrated Guide to Veterinary Medical Terminology*

OUTLINE

1. Veterinary Medical Terminology
2. Veterinary Office Practices
3. Computers in the Veterinary Practice
4. The Veterinary Assistant as Communicator
5. Ethics and Law in the Veterinary Office
6. Billing and Collecting in the Veterinary Office
7. Assisting the Veterinarian and Grooming Basics
8. Preparing for Employment

COMPUTER REQUIREMENTS

This program can be taken on a Mac or PC (Windows XP or later). There are no specific computer requirements other than an Internet connection (high-speed recommended) and a working e-mail account.

INSTRUCTOR BIO

Mary Mould grew up in Youngstown, Ohio, and moved to Poland, Ohio, in 1983. She worked in practice for six years and went back to school for her A.S. degree as a veterinary technician. Mary graduated from St. Petersburg College, Veterinary Technology Distance Program, in May 1999. She continued to work in practice for six more years and has been teaching for St. Petersburg Veterinary Technology Distance Program for six years. She also currently works as a program coordinator for the Vet Tech Institute in Pittsburgh, PA.