

Mandarin Landing Animal Hospital

Veterinary Technician Job Description

JOB OBJECTIVES

The purpose of this position is to assist veterinarians with patient care and treatment, monitor hospitalized pets, maintain inventory, prepare prescriptions, perform routine in-house lab work, educate clients regarding veterinary care and procedures and assist with surgical procedures. Also, assist in other positions, i.e., Kennel, Reception, as needed. Job duties are executed under the supervision and direction of the Veterinarian(s) and the practice manager.

PRIMARY RESPONSIBILITIES / KEY SKILL AREAS

Client Communication

- Communicate with clients regarding the medical status of their pet. Provide accurate information to clients concerning fees, hospital policies, etc.
- Instruct clients as to what they should do prior to bringing their pets in for procedures, how to care for their pets after discharge from the hospital, how to administer medications, etc.
- Demonstrate warmth, courtesy and professionalism in all interactions with clients.

Animal Handling

- Restrain animals in a safe, efficient and compassionate manner during examinations and procedures.
- Assist with moving animals throughout the hospital. Cage and remove animals as needed.
- Exercise compassion and care in all interactions with patients. Know how to properly handle difficult or contentious animals.

Assist Veterinarians / Exam Room Protocol

- Follow established procedures in order to assist veterinarians with examinations and facilitate the flow of clients and patients through the out-patient clinic. Consult with veterinarians on a daily basis to plan each day's activities. Keep doctors apprised of potential problems, discussions with clients, etc.
- Review medical records and notes made by the admitting receptionist in order to discern the nature of the visit and any tests or procedures that may be needed.
- Greet clients and escort them and their pets into an exam room. Place the patient on the exam table and prepare for the doctor to enter the room. Obtain base information (weight, temperature, etc) on the pet.

- Discuss with the client the reason for the visit, any symptoms or problems being experienced, and any procedures that may need to be done (i.e. vaccinations, fecal or heartworm tests, etc). Utilize a pre-exam checklist to ensure that all medical needs are covered.
- Obtain any lab samples that may be needed from the pet. Utilize a fecal loop when necessary. Anticipate and prepare any medications or vaccines the doctor will need to treat the patient.
- Notify the veterinarian when patients in the exam room are ready to be seen. Advise the veterinarian of the information already known such as the nature of the visit, preventive procedures due, tests that are to be run, etc. Assist the veterinarian within the exam room by restraining the animal, preparing forms, obtaining instruments, etc. Remain in the exam room until excused by the doctor.
- Perform any lab work that may be needed or make sure that lab work is performed by another team member while the patient is still in the exam room.
- Ensure all procedures rendered during the visit are documented for proper billing. Ensure that all vaccinations, procedures, notes, etc have been documented in the medical record.
- Escort the client and patient to the front desk and give the medical record and patient visit form to the receptionist for client receipting. Prepare the exam room for the next visit.

Laboratory Procedures and Radiographs

- Accurately perform routine in-house laboratory procedures. Appropriately prepare and handle specimens.
- Prepare specimens for outside laboratory. Obtain results from the lab over the phone or fax.
- Monitor lab supplies and order additional lab supplies as needed.
- Take, develop and maintain radiographs following proper safety procedures.

Veterinary Procedures

- Perform routine suture removals, nail trims, and weight checks. Apply bandages and splints.
- Sterilize instruments.
- Prep patients for procedures.
- Give injections as directed - intravenous, intramuscular and subcutaneous.
- Examine patients for fleas, skin problems, and other obvious problems.

Marketing and Client Education

- Educate clients regarding preventive medicine and vaccination requirements. Recommend laboratory procedures, such as pre-anesthetic profiles, fecals, urinalysis, heartworm checks, FeLV testing, etc.
- Promote the practice's products, programs and services. Utilize "passive marketing." Make suggestions to clients about products appropriate for their pet's condition.
- Give clients handouts and educational materials to take home to further their understanding of veterinary issues.
- Give promotional materials such as leashes, pet bandanas, new client kits, food samples, etc as appropriate.

Preparing Medications

- Accurately dispense prescription medications. Prepare prescription labels and appropriately package medications.
- Document controlled drug logs anytime a controlled drug is used.
- Ensure that medications are added to the patient's record and appropriately charged to the client.

Safety

- Follow OSHA guidelines concerning safety and handling of hazardous materials.
- Follow established hospital safety guidelines regarding radiographs, controlled drugs, animal handling, etc.

Physical Plant Maintenance

- Clean and straighten exam rooms, treatment and lab areas. Restock exam rooms with supplies as needed. Assist other staff members to keep the public areas of the practice clean and well maintained.
- Clean and maintain all medical equipment as required.

Surgical Assistance

- Provide support to surgical technicians as needed.
- Assist veterinarians during surgical procedures.
- Administer intravenous fluid therapy, monitor vital signs and oxygen saturation. Place and maintain a urinary catheter.

Hospitalized Patient Care

- Assist with morning rotations of animals in kennel as needed. Ensure that all animals receive needed medication. Treat routine surgical patients from the previous day. Maintain any treatments requested by the doctor and document all services rendered.

- Organize daily patient status lists for front office staff and update as needed. Communicate with hospital attendants regarding the needs of patients. Review cases in the hospital with other technical staff before shift changes.

Veterinary Knowledge

- Exercise appropriate veterinary medical knowledge. Utilize in-house educational materials and continuing education provided by the hospital.
- Exercise knowledge of the hospital's programs, products and services.
- Maintain state-required continuing education requirements.

Personal Conduct

- Adhere to all hospital policies and standards regarding uniforms, grooming, smoking, personal calls, etc. as stated in the hospital procedures manual.
- Serve as a representative of the hospital, displaying courtesy, tact, consideration, and a positive attitude in all interactions with clients, patients and other members of the hospital staff.

Punctuality and Attendance

- Adhere to the posted work schedule. Arrive for work promptly and be ready to begin working at the start time. Follow hospital policies for reporting lateness or absences.
- Utilize the time clock to clock in and out at the beginning and end of each day and during breaks.

Attitude/Teamwork

- Demonstrate initiative and teamwork in everyday duties by seeking other work to do during slack times, assisting other employees within the practice, and filling in for other employees as needed.

Organization/Time Management

- Organize work area and exercise time management skills to maximize personal efficiency within the practice. Prioritize tasks and handle multiple tasks in a calm, organized manner.

KNOWLEDGE AND SKILLS

The qualified applicant will possess the following knowledge and skills:

Required: Knowledge of basic veterinary practices, procedures and terminology with willingness to pursue further education leading to Certified Veterinary Technician status.

Position requires standing/walking for long periods of time. Frequently works in a bended position.

Ability to lift 40 pounds.

Ability to appropriately handle animals up to 150 lbs., and perform routine veterinary medical procedures (i.e. collect samples, draw blood, administer vaccines, etc).

Exposure to animal bites and scratches.

At least one year of recent experience in veterinary practice or medical environment with increasing responsibilities.

Required: Education equivalent to two years college (pre-veterinary curriculum) or Certified Veterinary Technician (CVT).

Three years of recent experience in veterinary practice with increasing responsibilities.