



OFFICE OF PROFESSIONAL AND  
CONTINUING EDUCATION

**Office of Professional & Continuing Education**  
301 OD Smith Hall | Auburn, AL 36849

<http://www.auburn.edu/mycaa>

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No refunds can be issued after the start date published in your Financial Award document.

## Education & Training Plan

**Student Name:** \_\_\_\_\_

**Start & End Dates:** \_\_\_/\_\_\_/\_\_\_ to \_\_\_/\_\_\_/\_\_\_

### Veterinary Office Assistant Specialist Certificate Program

**Mentor Supported**

#### **MyCAA Information**

Course Code: AU- VOAS2

Program Duration: 9 Months

Course Contact Hours: 405

Student Tuition: \$3,950

This training program combines a two course training track:

- **Veterinary Medical Terminology**
- **Veterinary Office Assistant**

The Veterinary Office Assistant handles daily administrative duties of the veterinary team. This course outlines step-by-step instructions for completing these daily tasks such as scheduling appointments, billing and accounting, communicating effectively and compassionately with clients, managing medical records, budgeting, marketing, managing inventory, using outside diagnostic laboratory services, and more. Make a difference in the lives of animals and the people who love them while working as a Veterinary Office Assistant in a veterinary hospital, animal shelter, zoo, or university.

#### **The Job Outlook**

Employment of veterinary assistants and laboratory animal caretakers is expected to grow 14 percent from 2010 to 2020, as fast as the average for all occupations. Employment of veterinary assistants and laboratory animal caretakers is concentrated in veterinary services, an industry that is expected to grow very quickly during the projection decade. Fast industry growth will be spurred by a growing pet population and advancements in veterinary medicine. Although veterinary assistants and laboratory animal caretakers will be needed to assist veterinarians and

other veterinary care staff, some veterinary practices are expected to increasingly replace veterinary assistants with higher skilled veterinary technicians and technologists, thus slowing the demand for veterinary assistants.

**NOTE:** This program **DOES NOT License, Certify or Register Veterinary Technicians in any state through the** Board of Veterinary Medical Examiners.

### **Certification:**

Upon successful completion of our Veterinary Office Assistant course, students will be prepared for an entry-level position as a Veterinary Office Assistant and will be prepared to sit for the **NCCB** national certification exam to become a **Certified Veterinary Office Assistant (CVOA)**.

**Fee is included for the NCCB exam.**

## **Veterinary Medical Terminology**

225 Hours

### **Overview**

Veterinary Medical Terminology provides a visual approach to learning medical terms and understanding the basics of veterinary medicine. A systematic process of breaking down medical terms into their component parts allows readers to comprehend the root medical concepts and apply critical thinking skills when faced with new and unfamiliar medical terminology. Case studies exemplify how medical terminology would be experienced in an actual veterinary practice.

The software provided with this course makes review of the concepts fun through use of interactive games and audio pronunciation of the terms.

At the completion of this course you should be able to:

- Comprehend the core elements of veterinary medical terminology
- Identify the steps to analyze prefixes and suffixes
- Comprehend the function and structure of systems of the body
- Identify common anatomical terminology for various animals
- Recall terms to describe procedures performed on various systems of the body to treat injury and disease

### **Outline**

#### **Veterinary Medical Terminology Module 1 Introduction to Medical Terminology**

- Anatomy of a Medical Term
- Prefixes & Suffixes
- Combining Vowels & Forms
- Analyzing Medical Terms
- General Pronunciation Guidelines
- Positions & Planes

- Grouping Things Together
- Labeling a Diagram
- The Skeletal System
- The Muscular System

## **Veterinary Medical Terminology Module 2 Common Anatomical Terms**

- Two Words, Same Meaning
- Common Anatomical Terms for Equine
- Common Anatomical Terms for Cattle
- Common Anatomical Terms for Goats
- Common Anatomical Terms for Sheep
- Common Anatomical Terms for Swine
- Common Anatomical Terms for Dogs
- Common Anatomical Terms for Cats
- The Digestive System
- The Urinary System

## **Veterinary Medical Terminology Module 3 Body Systems - Part 1**

- Function of the Cardiovascular System
- Structure of the Cardiovascular System
- Pathology & Procedures of the Cardiovascular System
- Function & Structure of the Respiratory System
- Pathology & Procedures of the Respiratory System
- Function & Structure of the Integumentary System
- Pathology & Procedures of the Integumentary System
- Function & Structure of the Endocrine System
- Pathology of the Endocrine System
- Procedures of the Endocrine System

## **Veterinary Medical Terminology Module 4 Body Systems - Part 2**

- The Reproductive System
- The Estrous Cycle
- Mating, Pregnancy, and Birth
- The Nervous System
- Central Nervous System
- Peripheral Nervous System
- Function & Structure of the Eye
- Mechanism of Hearing
- Mechanism of Equilibrium
- Pathology & Procedures of the Ears

## **Veterinary Medical Terminology Module 5 Systems & Diseases**

- The Hematologic System
- The Lymphatic System
- The Immune System
- Oncology
- Laboratory Terminology
- Pathogenic Organisms
- Types of Diseases
- Endoscopy
- Imaging Techniques
- Pharmacologic and Surgical Terms

### **Veterinary Medical Terminology Module 6 Dealing with Specific Animals**

- Anatomy, Breeding, & Vaccinations
- Dogs & Cats
- Descriptive Terms
- Horses, Donkeys, Mules, and Ponies
- Terms for Unsoundness in Horses
- Ruminants: Cattle, Sheep, Goats, and Camelids
- Pigs and Swine Management Terms
- Birds, Poultry, and Pet Bird Terms
- Rodents, Ferrets, and Rabbits
- Reptiles and Amphibians

### **Materials Included:**

- *An Illustrated Guide to Veterinary Medical Terminology* by Janet Amundson Romich

### **System Requirements:**

#### **Internet Access**

- Broadband or high-speed internet access is required. Broadband includes DSL, cable, and wireless connections.
- Dial-Up internet connections will result in a diminished online experience. Moodle pages may load slowly and viewing large audio and video files may not be possible.

#### **Hardware**

- Windows hardware configurations and processors are acceptable
- Mac computers **MUST** have Microsoft Window Operating Systems over Bootcamp (Bootcamp is a free download from Apple's website)
- 1 GB RAM minimum recommended
- Operating Systems
  - Windows XP, Vista or 7 and Mac OS X 10 or higher with Windows
- Web Browsers
  - Google Chrome is highly recommended
  - Internet Explorer is not recommended as it may not display certain menus and links
- Cookies **MUST** be enabled
- Pop-ups **MUST** be allowed (Pop-up Blocker disabled)
- Kindle Reader App is needed for many of our courses (No special equipment needed. This can be downloaded onto your computer.)
- Adobe PDF Reader

- Media Plug-ins (These may be required depending on your course media.)
- Adobe Flash Player (Required for many of our career courses and ALL of our IT courses.)
- Adobe Acrobat Reader, Apple Quicktime, Windows Media Player, &/or Real Player
- PowerPoint Viewer (Use this if you don't have PowerPoint)

**\*\*Outlines are subject to change, as courses and materials are updated.\*\***

## **Veterinary Office Assistant**

180 Hours

### **Overview**

Make a difference in the lives of animals and the people who love them while working as a Veterinary Office Assistant in a veterinary hospital, animal shelter, zoo or university. The Veterinary Office Assistant handles daily administrative duties of the veterinary team. This course outlines step-by-step instructions for completing daily tasks such as scheduling appointments, billing and accounting, communicating effectively and compassionately with clients, managing medical records, budgeting, marketing, managing inventory and using outside diagnostic laboratory services.

After completing this course you should be able to:

- Identify the roles of the veterinary office team
- Identify the elements of the veterinary practice as a business
- Define strategies for managing client relations
- Identify systems for managing client records, inventory and budgets
- Identify common veterinary procedures, diseases and treatments

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### **Outline**

#### **Veterinary Office Assistant Module 1 The Veterinary Health Care Team**

- Veterinary Health Care Team Members
- Kennel Assistants
- Veterinary Technicians
- Veterinarians
- The Receptionist Team
- Common Forms
- Client Relations
- Team Management
- Delegation
- Veterinary Ethics and Legal Issues

**Veterinary Office Assistant Module 2**  
**The Veterinary Practice as a Business**

- Human Resources
- Organizational Behavior
- Employee Development
- Hiring Process
- Positive and Negative Stress
- Coping with Stress and Burnout
- Practice Design
- Ergonomics
- Treatment Area
- Technology in the Office

**Veterinary Office Assistant Module 3**  
**Marketing and Client Management**

- Outside Diagnostic Laboratory Services
- Packaging and Shipping Specimens
- Marketing Strategies
- Branding
- Email and Letter Etiquette
- Client Compliance
- Recall Systems
- Five Stages of Grief
- Human and Animal Bond
- Client Communications

**Veterinary Office Assistant Module 4**  
**Appointment, Records and Inventory Management**

- Appointment Management Systems
- Managing Walk-ins
- Medical Records Management
- Legibility of Records
- Choosing a File System
- Inventory Management and Controls
- Manufacturers and Distributors
- Controlled Substances
- DEA License
- Drug Logs

**Veterinary Office Assistant Module 5**  
**Accounts Receivable, Insurance and Budgets**

- Controlled Substance and Radiology Log
- Surgical and Laboratory Log
- Accounts Receivable
- Accepting Payments
- Collection Procedures

- Pet Health Insurance
- Premiums, Deductibles and Co-Pays
- Preparing and Maintaining a Budget
- Key Performance Indicators
- Bookkeeping Services and Taxes

### **Veterinary Office Assistant Module 6 Safety, Security and Clinical Assisting**

- Occupational Hazards and Safety Issues
- Zoonotic Diseases and Transmission
- Security Systems and Theft
- Cameras and Recording Devices
- Clinical Assisting
- Common Diseases and Blood Sampling
- Calculations and Conversions
- Inventory Turns Per Year
- Professional Development and Career Planning
- Self-Assessment

### **Materials Included:**

- *Front Office Management for the Veterinary Team*, 2<sup>nd</sup> Edition by Heather Prendergast

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