



Office of Professional & Continuing Education

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<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.

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.

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

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 the use of interactive games and audio pronunciation of the terms.

After completing this course, you should be able to:

- Identify the core elements of veterinary medical terminology
- List the steps to analyze prefixes and suffixes
- Define the function and structure of systems of the body
- Recall common anatomical terminology for various animals
- Recognize 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:

All materials are included in this course.

System Requirements:

Internet Connection

- Broadband or High-Speed - DSL, Cable, and Wireless Connections

*Dial-Up internet connections will result in a diminished online experience. Classroom pages may load slowly and viewing large audio and video files may not be possible.

Hardware Requirements

- Processor - 2GHz Processor or Higher
- Memory - 1 GB RAM Minimum Recommended

*While our courses are accessible through multiple mobile learning platforms, some courses may include a CD or DVD with the Textbook, so you may need access to a computer with CD-ROM or DVD Drive.

PC Software Requirements

- Operating Systems - Windows 7 or higher
- Microsoft Office 2007 or higher. Also, you could use a general Word Processing application to save and open Microsoft Office formats (.doc, .docx, .xls, .xlsx, .ppt, .pptx)
- Internet Browsers - Google Chrome is highly recommended
 - 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 for FREE onto your computer.)
- PowerPoint Viewer (if you do not have PowerPoint)
- Adobe PDF Reader
- QuickTime, Windows Media Player &/or Real Player

MAC Software Requirements

- Operating Systems - Mac OS x 10 or higher with Windows
- Mac office programs or a Word Processing application to save and open Microsoft Office formats (.doc, .docx, .xls, .xlsx, .ppt, .pptx)
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- Apple QuickTime Media Player
- Courses that include a CD-ROM or DVD **may** require an external drive and Parallels software to view.

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

Veterinary Office Assistant

180 Hours

Overview

Are you ready to 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:

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

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

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
- The Veterinary Technician Team
- Examinations

Veterinary Office Assistant Module 2 Human Resources and Ethics

- Organizational Behavior
- Employee Manual
- Hiring the Perfect Team
- Wages
- Team Training
- Veterinary Ethics and Legal Issues
- Code of Ethics
- Common Complaints

Veterinary Office Assistant Module 3 Professional Development

- Compassion Fatigue
- Burnout
- Self-Assessment
- Employment Opportunities
- Preparing Employment Data
- Preparing for an Interview
- Strategic Planning
- Organizational Design and Development

Veterinary Office Assistant Module 4 Marketing and Leadership

- SWOT Analysis
- Indirect and Internal Marketing
- Direct and External Marketing
- Social Media
- Finance Management

- Accounting Basics
- Profit and Loss Statements
- Client Leadership
- Customer Service

Veterinary Office Assistant Module 5 Appointments, Record and Inventory Management

- Appointments or Walk-Ins?
- Importance of Managing Wait Times
- Factors in Scheduling Appointments
- Filing Systems
- Electronic Medical Records
- Purging Medical Records
- Fundamentals of Inventory
- Turnover Rates
- Inventory Storage

Veterinary Office Assistant Module 6 Safety in the Veterinary Practice

- Controlled Substances
- Schedules of Drugs
- Record Keeping
- Administrative Tasks
- Occupational Safety and Health Administration
- Physical Hazards
- Calculations and Conversions

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