

-JOB DESCRIPTION-

VETERINARY TECHNICIAN ASSISTANT

Introduction:

The Veterinary Technician is responsible for placing the pet and owners in the exam room and beginning the procedures for examination. Restraint of the pet during exam and treatment will be necessary. Ensuring medications are ready and explaining their use will be necessary. Answer any questions the client may have, give pertinent literature and guide the client out to receptionist for payment processing. Additional responsibilities include, but are not limited to, maintaining hospital inventory, monitor & treatment of hospitalized pets, running routine in-house lab work, assisting in surgery & radiology, client communication and education, and routine care of boarding pets.

Major Goals:

- To be efficient, very pleasant, courteous, polite, concerned and helpful to all clients under all conditions and at all times.
- To keep the hospital organized, ensuring a smooth and efficient client flow.
- To recommend all necessary laboratory work, such as pre-anesthetic profiles, heartworm tests, feline leukemia tests, geriatric physicals, etc. that are necessary for optimum patient care.
- To recommend all vaccinations that are necessary for optimum patient care.
- To recommend products such as flea control, vitamins/supplements, diets and dentals that are necessary for optimum patient care.
- To counsel clients regarding discharge instructions/doctor recommendations, prescription instructions, general pet care, behavioral problems, obesity, geriatric care, nutritional problems, flea control, etc.

Major Duties:

- Follow employee general policies as outlined in the *Employee Handbook*.
- Greet clients with a smile. Address both the client and patient by name.
- Exam room responsibilities:
 - Assist in getting animal on exam room table and obtain temperature, where indicated.
 - Get additional information on animal's reason for presentation to the hospital, and provide clients with questionnaires (i.e. diarrhea) or forms (i.e. wellness testing), as necessary.
 - Basic client education, including puppy/kitten care, heartworms and nutrition.
 - Perform routine nail trims, anal gland expressions, suture removal, etc. as necessary.
 - Obtain stool sample and set-up for exam.
 - Draw blood for routine tests and set-up tests. Draw blood for other lab-work at doctor's discretion.
 - Call doctor to exam room.
 - Aid in restraining animal for examination and treatment by doctor.
 - Get results of tests and/or lab-work ready for doctor.
 - Anticipate vaccines or other medications doctor will need to treat animal and have ready.
 - Anticipate medications that need to be sent home with pet and count pills and prepare labels.
 - Get any literature ready that is pertinent to the pet's problem and owner's questions.
 - Show client how to give medications to pet.
 - Answer any additional questions and escort client to reception area for payment processing.

- Check exam room drawers and restock as indicated. Remove used syringes and other materials. Clean table. Sweep, mop and spot clean floor, if necessary.
- Keep lab and pharmacy area neat and organized.
- General hospital responsibilities:
 - Oversee and assist with kennel duties (cleaning, feeding, walking, bathing, etc.) and make sure all necessary medications are given and **recorded** where required.
 - Supervising kennel employees and being responsible for the cleanliness of the hospital, wards and kennels.
 - Monitor pets in the clinic to be sure they are comfortable and clean.
 - Examine and treat routine surgical patients from previous day.
 - Provide monitoring, treatment and care for hospitalized patients, as directed by doctor, and **record** where required. Keep fee sheets marked and current.
 - Run fecals, heartworm tests, urinalysis, felv tests, etc. as needed and **record** results where required.
 - Monitor lab supplies and order as needed. Fill out all necessary forms and label tubes accordingly. Spin down tubes, as needed. Call FedEx for pick-up. Insure that lab results (faxed or mailed) are placed in client/pet folder & the folder is placed in designated area for owner call-back.
 - Monitor inventory of pet foods (prescription & nonprescription) and order as needed on designated day (Wednesday). Check delivered food invoices for accuracy & bags of food for damage.
 - Turn on oxygen tanks in the morning and **off** in the evening.
 - Perform and/or assist in dental procedures.
 - Administer pre-medications and treatments before surgeries, as directed by the doctor.
 - Gather all necessary instruments and equipment necessary for surgery.
 - Prepare and prep animals for surgery. Prepare anesthesia machine and lay-out trach-tube. Assist in surgery, where indicated.
 - Assisting with operation of anesthesia machine and monitoring of anesthetized animals.
 - Clean up animals following surgery. Give all indicated injections. Draw blood or take samples (i.e. fecals, urine) as indicated. Trim nails and clean ears as needed.
 - Clean instruments. Prepare surgery packs and surgery drapes for sterilization.
 - Maintain anesthetic machines, autoclave, and any other equipment used in surgery.
 - Assist in taking, developing and maintaining x-rays as needed.
 - Enter fees into the computer (saved invoices, estimates, or PVL screen), as needed, for dropped-off, boarded, hospitalized or surgical pets.
 - Maintain animal records by recording all conversations with clients and any work done on the pet (check boxes, initials, etc.).
 - Prepare prescriptions that need to be dispensed as directed by the doctor.
 - Admit and release boarding pets. Ensure that items left with pet get returned to the owner.
 - Inventory control:
 - Maintain adequate supplies.
 - Order, when necessary.
 - Unpack boxes and check-off packing lists. Record expiration dates where indicated.
 - Stock, store and label (inventory codes, stickers, etc.).
 - Maintain inventory in computer.
 - Perform any other duties requested by the doctor or practice manager.