

Veterinary Receptionist

LEARNING OBJECTIVES



Our program was developed by industry professionals with years of experience. The training covers office and exam room procedures, communication and client relations, small and large animal nursing, and more to ensure you're prepared for the workplace. The learning objectives outlined below provide a map of the knowledge and skills you'll gain as you complete each course.

Program Orientation

- Identify the elements, expectations, and requirements of the program.
- Navigate the program using the pages, menus, and buttons provided.
- Use the program tools, including the study planner, grade book, and completion report as well as learn how to connect with CareerStep via phone, email, forums, chat rooms, and social media.
- Identify and use program resources.

Computer Fundamentals

- Identify basic computer hardware and interpret system requirements.
- Navigate a Windows operating system environment as well as install and operate basic software utilities.
- Use a web browser to navigate between websites in multiple tabs or windows, send and receive email, and access search engines to find information and troubleshoot basic computer problems.
- Recognize basic technologies related to an office environment.

Microsoft Office 2019: Foundations Course

- Explore, interact, and apply Microsoft Word features and functions at the beginner level.
- Explore, interact, and apply Microsoft Excel features and functions at the beginner level.
- Understand the basic Microsoft Word and Excel software features through experimentation, critical thought, and personalization skills.
- Engage in real-world scenarios to reinforce basic critical skills when using Microsoft Word and Excel in an educational or professional setting.

HealthCare Foundational Knowledge and Basic Science

- Summarize the medical assisting profession.
- Translate medical terminology using abbreviations, word building, and important terms.

- Explain how nutrition knowledge relates to health and disease.
- Identify the role psychology plays in dealing with patients and their behavior.

Business Writing

- Identify appropriate methods of communication in a variety of situations.
- Apply all steps of the writing process to create professional documents, including pre-writing, organizing, writing, and editing.
- Create professional and accurate letters, memos, and emails, and identify the qualities of professional communication, modern communication trends, etiquette, and professional document formatting.
- Identify and use program-specific resources.

Veterinary Assistant Foundations

- Demonstrate basic knowledge of medical words, inclusive of prefixes, roots, suffixes, and abbreviations.
- Demonstrate knowledge of medical words and abbreviations related to pharmacology.
- Identify and classify the major structure and organs of animals.

Medical Administrative Assistant

- Describe the differences between common healthcare delivery models.
- Describe the types of services typically offered in medical offices, including general and specialty services.
- Define ancillary services and alternative therapies.

Communication and Customer Service in the Healthcare Office

- Identify the various types and styles of communication used in a healthcare office.
- Review how verbal, non-verbal, and written communication skills contribute to patient experience and outcome in a health care office.

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- Identify professional communication techniques for a healthcare office, including interviewing techniques and use of medical terminology and patient-accessible language.
- Explore modified communication for patients with special considerations.
- Outline protocols for providing customer service for a health care office.

Medical Laws and Ethics

- Apply a basic understanding of medical law to a medical office setting.
- Use common types of medical consent and contract forms. Recognize common types of medical malpractice and explain the role of available insurance policies in preventing and defending against claims.
- Apply basic medical ethics guidelines in a medical office setting.

Program Completion

- Prepare to take the next steps after program completion.

Total Hours: 270