



Job Description

Veterinary Assistant

Position Title: Veterinary Assistant

Reports To: Practice Manager

Department: Patient Care

Job Summary: As a technician, you are an advocate for the patient. Your priority should be to optimize patient care. The Veterinary Assistant works as part of our patient care team under the direction of the Practice Manager, sharing responsibility for the various tasks related to patient care, hospital and medical operations. The Veterinary Assistant carries out general tasks from managing patient treatments, assisting with medical records, and hospital equipment.

General

- Patient handling and restraint. This will include lifting up to 75 lbs.
- Regular handling of animal blood, feces and urine is required.
- Rotating on-call, weekend and evening availability is required.
- Maintain safety, cleanliness and restocking of exam rooms, all large animal and small animal treatment and hospital areas, isolation, kennels and stalls.
- Create, update and maintain all medical records, treatment sheets, and surgery forms. Ensure that they are completed thoroughly and accurately.
- Report equipment dysfunction, failure or maintenance immediately to the practice manager. Coordinate a repair plan with the manager and execute as determined and follow up to resolution.
- Have a general understanding of horse and livestock breeds, equestrian disciplines and production systems (beef, swine etc).
- Have a general understanding of feline and canine breeds, colors and uses (hunting, working, companion).
- Maintain appropriate quality control in patient care.
- Maintain OSHA compliance
- Position will require rotation and assistance performing duties in other departments (ie ambulatory, animal care & reception).

Client Interaction

- Patient Check-in.
 - Small animal: Put patient in room. Collect history, weight and temperature prior to the doctor entering.
 - Large animal: Greet client in the parking lot. Inspect patient for signs of infectious disease prior to unloading. Ensure that patient is appropriately prepared for procedure (ie, food withheld).
- Surgery Check-in. Ensure that patient is appropriately prepared for surgery (ie, food withheld). Review consent form and ensure that it is filled out properly and signed.
- Surgery Check-out/ Discharge and aftercare instructions (including physical therapy).
- Receive phone calls return messages regarding prescription refills, patient updates and patient care in a timely manner. Communicate with the doctor as necessary.



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- Call to update owners after surgery
- Patient recalls
- Record communication in the medical record.

Patient Care

- Restraint (including, but not limited to dogs, cats, horses, cattle, llamas, goats, sheep and hogs).
- General nursing care, cleaning kennels and stalls, feeding and watering, exercising animals.
- Medical treatments / bandage changes of hospitalized patients. Administration of oral, topical, and injectable medications.
- Surgical preparation of patients
- Anesthesia monitoring
- Dental scaling and polishing
- Bathing/grooming of patients – All patients should leave cleaner than arrival.
- Operating / Troubleshooting IV pumps, patient warming systems and other treatment modalities.
- Placement of IV catheters
- Phlebotomy
- Patient recovery

Technical Services

- Laboratory processing: Includes proper preparation, preservation and running labs for good quality control. Includes packaging and shipping of labs. Ensure that results are returned to the doctor in a timely manner and results communicated to owner and that results are updated in the medical record.
- Prescriptions: Includes acquiring appropriate approval, properly filling, preparing and invoicing for prescriptions for discharge or to be picked up.
- Coordinate, complete and communicate special orders for largen and small animal clients (ie cattle vaccines)
- Inventory: order, check-in, rotate, unpack and put away inventory for the entire hospital (including ambulatory vehicles).
- Sterilization of instruments and preparation of instrument packs.
- Daily Equipment care, cleaning, maintenance and upkeep (ie oiling dental drill, charging batteries, centrifuges, microscopes).
- Prepare / set up for upcoming procedures and appointment.
- Medical records: Maintain current accurate treatment and medical records.
- Measure correct dosages of medication.
- Maintain a correct and complete controlled substance log



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- Acquire diagnostic radiographs

Ambulatory Vehicles

- Maintain supply stock
- Monitor for expired contents
- Maintain a clean and organized vet box and cab
- Refuel prior to and after appointments to maintain fuel supply.
- Refill water tanks
- Maintain a clean interior and exterior

Treatment Areas

- Maintain a clean, organized and professional treatment areas, kennels, paddocks, barn entrance and stalls, including outside stalls.
- Maintain stocked pharmacy and supplies (treatment and general janitorial). Ensure that exam rooms, and treatment areas remain stocked for patient care.
- Monitor for expired contents (weekly and monthly).
- Maintain inventory of shavings, feed and hay. Report needs to practice manager.
- Kennel & Stall cleaning – Clean kennels / pick stalls throughout the day. Clean/strip and sanitize between patients. Enlist help of animal care assistant as needed and available.

Financial Services

- Maintain current and accurate invoices
- Generate estimates
- Will include occasional reception duties such as collection of payment.

Teamwork:

- Consistently work in a positive and cooperative manner with fellow Team Members.
- Assist other Team Members in the performance of their assignments.
- Seek out opportunities to help rather than waiting to be asked.
- Consider the impact of your actions on Team Members throughout the Organization.
- Take direction and initiate actions (cross/additional training) that will allow the assumption of cross-functional duties to ensure seamless operations.
- Demonstrate flexibility to perform duties wherever volume deems it necessary within the organization.

Problem Solving:

- Demonstrate sound judgment by taking appropriate actions regarding questionable findings or concerns.
- Investigate and follow through on unusual orders or requests for service or information.
- Follow proper reporting procedures for actual or potential accidents and/or incidents so follow-up and/or prevention can occur.
- Record/report the need for service maintenance or repair of equipment and remove any faulty equipment from service.



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- Consistently evaluate work and determine if further steps are needed to meet departmental expectations.
- Take initiative to do or redo inadequate or incomplete work, even if it is not yours.
- Ensure compliance with regulatory standards.

Productivity/ Efficiency:

- Consistently demonstrate ability to respond to changing situations in a flexible manner in order to meet current needs, such as reprioritizing work as necessary.
- Minimize non-productive time and fill slow periods with activities that will enable you to prepare to meet the future needs of the system (education, organizing, housekeeping, and assisting others).
- Organize job functions and work area to be able to effectively complete varied assignments within established time frames.
- Consistently demonstrate ability to take the initiative to make decisions/choices without direct supervision.

Adherence to Departmental Policies:

- Demonstrate knowledge and understanding of all policies and procedures and ability to reference them from appropriate books and manuals.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Work is performed in a professional medical based setting.
- Working extended hours may be required as needed.
- While performing the duties, the employee is regularly required to sit, talk and/or hear. The employee is frequently required to use hands to finger, handle or feel. The employee is required to reach with hand and arms. Occasionally required to climb, stoop, kneel, crouch and/or crawl. Frequently lift and or move up to 50 pounds. Must occasionally lift and/or move up to 75 pounds. Specific vision abilities include close vision and color vision.
- The noise level in the work environment is usually moderate to loud. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Incumbent will be exposed to virus, disease and infection from patients and specimens in working environment.
- Use of strength or agility in capturing and restraining stronger, more active animals.
- General handling and restraint of large animals. Occasionally handle dogs weighing up to and over 150 lbs. *Assistance will be provided by animal handlers when working with larger animals.*
- Work may involve variations in ambient temperature depending on weather conditions.

Working Conditions

- While performing the duties of this job, the employee is exposed to hazards associated with aggressive patients; hazards associated with infected animals and controlled substances; exposure to unpleasant odors and noises; exposure to bites, scratches and animal wastes; possible exposure to contagious diseases.
- Regular handling of animal blood, feces and urine is required.
- Follow federal and state animal health laws and regulations including OSHA and DEA.

Qualifications/Requirements:

- Possess strong organizational skills
- Able to work collectively with the administrative team.
- Able to work with minimum supervision



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Education/Training/Experience:

- High school diploma
- Basic operation of computers, printers and scanners
- Familiarity with Medical Terminology
- Proficiency in Typing
- Familiarity with Microsoft Word

Lead technician - Small animal

As a leader you are expected to be vigilant in enforcing hospital policies and protocols to ensure optimum safety and patient care.

- Quality control
- OSHA compliance
- Special orders
- Inventory (including food)
- Controlled substance log
- Staff training

Forms

Anesthesia / Surgery Consent Release Form

Anesthesia / Surgery Protocol Form

Cytology Record

Fecal Analysis Form

Urinalysis Record

Euthanasia Consent Form

Boarding Check-In Form

Patient Drop Off Form

Pre-Purchase Exam (Buyer Disclosure)

Pre-Purchase Exam (Seller Disclosure)

Pre-Purchase Exam

Post-Operative Castration

Large Animal Treatment Orders

Small Animal Treatment Orders

Cranial Cruciate Discharge and Rehab Form

Elective Spay/Neuter Discharge



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Receipt and Acknowledgment:

I acknowledge and understand that:

- Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements, and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.
- Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the organization.
- I have read and understand this job description.
-

Employee Name: _____

Signature: _____

Date: _____



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File Copy

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