



ANS 147: Veterinary Office Procedures

This course introduces general concepts for the daily care of most companion animals. Topics include a basic understanding of the role of animals in society, animal related careers, safety, animal welfare issues, and species-specific terminology, requirements for good health and husbandry practices. Emphasis is placed on feeding, breeding, health maintenance, and housing of various species (dogs, cats, ferrets, birds, reptiles, amphibians, rodents, small exotic pets, etc.). Upon completion, students will be able to demonstrate a basic understanding of the requirements for providing humane care practices for a variety of companion animal species and be aware of animal related career choices.

Course Student Learning Outcomes

1. Implement rules of ethical and professional conduct, decision making, appearance, and communication in the classroom setting. 2. Discern the delineation and overlap of duties within a veterinary facility. 3. Triage phone calls for all clients, as well as, communicate and problem solve accurately, politely, and with respect. 4. Display confidence in handling difficult clients and financial issues. 5. Explain the staff's role and impact on marketing. 6. Utilize Cornerstone software to: add/update clients/patients, create and customize an estimate, Invoice the client, create a recheck appointment and take a payment.

Credits: 3

Co-Requisites:

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Program: Animal Science