I). Course Description:

*General Hospital and Clinic Information 3* is an advanced-level veterinary technology course designed to provide information in the areas outlined in the topic schedule. Students must read the required materials, successfully complete the workbook and clinical assignments, and pass the scheduled exams to receive credit for the course.

II). Course Objectives:

This course is designed to teach and document the successful completion of the following Committee on Veterinary Technician Education and Activities (CVTEA) essential and recommended tasks.

A. Office and Hospital Procedures and Client Relations
   1. Make appointments.
   2. Handle telephone contacts.
   3. Admit and discharge patients, take history, maintain records, and prepare appropriate certificates for signature.
   4. Perform basic filing of medical records, radiographs, lab reports, etc.
   5. Maintain x-ray, surgery, anesthesia, laboratory, and controlled substances logs.
   6. Recognize and respond appropriately to veterinary medical emergencies.
   7. Maintain basic cleanliness and orderliness of a veterinary facility (including hospital, clinic, practice, or laboratory).
   8. Perform basic veterinary medical record keeping procedures.
      a. Develop computer skills.
      b. Use common management software programs.
      c. Become familiar with veterinary on-line services.

B. Communication
   1. Develop effective communication skills.
   2. Write business letters, reports, and client education handouts.
   3. Perform client education under supervision.
   4. Use crisis intervention/grief management skills with clients.
C. Pharmacy and Pharmacology

1. Store and safely handle and dispose of biologics and therapeutic agents, pesticides, and hazardous wastes.

2. Perform inventory control procedures.

III). Program Information:

Program Phone: 1-877-353-3482
Office Hours: 8:00 AM to 5:00 PM Monday - Friday (Central Time Zone)
Program Fax: 1-972-860-8057
Information: http://ollie.dcccd.edu/vettech
Mailing Address: Cedar Valley College
DEVTP Program
3030 N. Dallas Avenue
Lancaster, TX 75134

IV). Course Instructor:

David L. Wright, D.V.M.

Instructor Email: DLW3505@dcccd.edu
Instructor Phone: 1-877-353-3482

V). Course Materials:

A). Client Satisfaction Pays by Carin A. Smith, DVM, 1st edition, AAHA Press

B). The Art of Veterinary Practice Management by Mark Opperman, CVPM, 1st edition, Veterinary Medicine Publishing Group

C). Safety Handbook for Veterinary Hospital Staff by Diane McKelvey, DVM, 1st edition, AAHA Press


F). Course Workbook General Hospital and Clinic Information 3
G). Course Videos:

1. *We Care Receptionist series*

2. *First Impressions*

3. *Special Situations*
VI). **Clinical Preceptors:**

Preceptors are extremely important to your success in the course. Being a preceptor is a position that requires time, commitment, and dedication. In most cases it is advantageous for students to have multiple preceptors, each with an interest in a specific area. In some practices, only one or two people may qualify to serve as a preceptor. However, in other practices, many individuals may be qualified to serve in this capacity. Multiple preceptors will decrease the burden on any one person in the practice in his or her preceptor responsibilities and assist the student in the completion of assignments and examinations. Each student is required to have at least one qualified preceptor for the course or courses for which they are enrolled. All preceptors must meet the minimum requirements for preceptor approval. Each preceptor must be a graduate D.V.M. or V.M.D., a graduate of an AVMA/CVTEA-accredited program of veterinary technology, or a person credentialed as an RVT, LVT, or CVT. Preceptors must always directly witness, participate in, or personally initial check-off sheets for assignments for the student to receive credit. Preceptors should never sign on weekly assignment lists or any other document without directly meeting these requirements. Preceptors are required to complete, monitor, and maintain Off Campus Clinical Instruction (OCCI) Standards.

Individual applications must be submitted and approval granted for each preceptor. New preceptors may be added at any time. To add a new preceptor, just contact the program office and we will fax or mail you an additional preceptor form.

VII). **Student Code of Conduct:**

Students in distance education courses are expected to follow the rules and policies stated in the student code of conduct in the Cedar Valley College and D.C.C.C. catalog. Failure to follow these rules may result in disciplinary action by the instructor and/or the college.
VIII). Important Information:

This course is an intermediate-level veterinary technology course. As such, you may be required by the assignments in this workbook to perform tasks reserved by law or statute for credentialed veterinary technicians. It is imperative that you follow the requirements of your locality regarding the tasks assigned in this workbook. You should follow the assignment schedule in the course workbook, and NOT use your enrollment in the DEVTP as a means of circumventing local laws or regulations. If laws disallow you from performing a given procedure, your preceptor should note that on the preceptor checklist. Points will not be deducted if a procedure is not performed because of legal constraints. Neither Cedar Valley College nor the American Animal Hospital Association advocate students performing tasks not legally allowable for non-credentialed individuals. However, as a student in DEVTP courses you may have certain rights as a student depending on your locality.

Please check your state or provincial regulations carefully and always follow them.
IX). Submission of Assignments:

A). All written work and required submissions should be submitted by Email directly to the specific staff member that administers that class.

B). You should submit your work ONLY to the person that administers each of your individual courses.

C). You should use your private Email account to send in all work either as a word processed document attachment, preferably in MS Word, or as a scanned attachment.

D). Please do not send in homework as the actual text of the Email.

E). The subject line of the Email should list the class and the week that you are sending. For example the subject line should read something like "VETT 1001 - Week Five". In the body or text of the Email you must give us your name. We have no way of knowing who you are just from the Email address. You MUST give us the class, the week, and your name to receive credit for the submission.

F). The Weekly Preceptor Checklist should be signed each week by your preceptor, and then you should scan it and send it in as an Email attachment with your weekly submissions.

G). If you do your work in freehand, it must be neat, legible, and in done in dark ink. Pencil will not show up if it is scanned and then sent.

H). For more specific information on how to send work as an Email attachment and how to scan, save and send information, please see the posted directions in the "Assignments" section of your site.
IX). Student Credit and Grading:

A). To receive a passing grade for this course students must achieve an average grade of 70 percent or greater for the course. Since the course is both clinical and didactic, students should complete the written and clinical assignments and the tests with a grade of 70 percent or better. Examination and assignment grades will be available to students through the BlackBoard Course Information system. Students should check the “Check Grade” section of “Student Tools” in BlackBoard daily to ensure that assignments and exams have been received and posted. Assignment grades should be posted by the Monday following the assignments due date. At peak submission times there may be an additional 24- to 48-hour delay in posting grades. All earned points will be added together and divided by the number of total possible points to determine the final course grade as a percentage. This percentage grade will be mailed to students at the end of the course. Grades will be posted on each student’s official college transcript as CP (Credit Passing) or as CF (Course Failure). If students wish to be eligible to convert courses to college credit at a later date, a 70 percent score (CP) will be required for each course, and the student must meet applicable Off-Campus Clinical Instruction requirements. Students may finish and submit assignments ahead of the workbook schedule, but assignments and required course work must be submitted by the end of the week that they are due or the submissions are subject to the point penalty described in part D. below. Students are very strongly encouraged to work at the pace set in the workbook to achieve the maximum benefit and learning from the course. Final course grades and a certificate will be mailed to students at the end of the term after final grades are calculated.

B). Final numerical grades will be based on the following scale: 90% or greater of the total points. 100% to 90% = A, 89% to 80% = B, 79% to 70% = C, and below 70% = F.

C). Emails will be sent directly to you with specific information on any corrections to your submitted work. If you receive a perfect score, we will post the grade and will not send back your assignments. If we do have corrections or comments on your assignments we will put those in the form of an email and send that to you as soon as possible after grading your work. It is therefore essential that you enter your email address in your course site and that it is visible in the “Roster” section in each and every one of your course sites. You will need to check your class grades and email messages daily. This procedure will insure that you will have corrected assignments and feedback as soon as possible to use to in studying for your exams. Often corrected work can be in the mail when you need it the most as a study resource. The email that we send you will list the name of the class, which assignment it is, which question it is, and the correct answer or comments on your submission. This will allow you to get better feedback, much more quickly. If you wish to receive your paper copies back in the mail, just send them to us by U.S. mail and include a stamped, self-addressed envelope, and once your assignments are graded we will mail...
them back to you in the return envelope. If you choose to submit your work by U.S. 
mail, the required work MUST be received by the date the work is due, not the post 
mark date. This will insure that assignments and submissions are received, graded 
and returned in a timely manner.

**D). Please Note:** Points will be deducted for persistently late or tardy submission 
of assignments and required course work. A 25% point-loss, per week, penalty will be 
assessed for persistently late work. If you are going to be more than a week late in 
submitting your course work, you should contact the person that administers your 
class in writing or by email, let them know what the situation or problems is, and 
request an extension. To keep good records and to insure that everyone is clear on 
your expectations, all requests MUST be made by email or in writing. There is too 
much chance of miscommunication or confusion if the situation is handled strictly on 
the phone. If we are in contact with you and know what is happening, we can make 
suitable arrangements to accept late work without penalty. Work submitted late, 
without prior approval is subject to the tardy submission penalty stated above. If 
students have not submitted enough assignments and completed enough exams to 
maintain a passing average by Unit Six, they and their preceptors will be sent a 
letter of Administrative Withdrawal (AW) by the program.

**E).** In level 3 classes that require a video submission (General Hospital 3, Exam 
Procedures 3, and Surgical Procedures 3), the required videos must be submitted 
and received no later than the end of week 10. In all classes, including those, all 
written and clinical assignments, including course task checklists, are due at the end 
of week 11 of the course. The last week of classes, week 12, is to be utilized strictly 
as “finals week” and students should use that period to complete final written exams 
in their course(s). Written assignments, clinical assignments, and course task 
checklists received after the end of the 11th week will be subject to the same point 
penalties as any other assignment. It is important that you complete all your 
submissions, except for final on-line exams, before the end of the week 11.

**F).** From time to time students may request an extension beyond the end course 
date. Extensions may only be granted for reasons of personal illness or injury, close 
family member illness or injury, or the death of an immediate family. To receive an 
extension beyond the end term date, students must provide proper documentation 
of their illness or injury, their immediate family members illness or injury, or the 
death in the family. In the case of illness or injury this will require a specific signed 
letter from a physician. In the case of a death in family a published death notice or 
suitable external documentation will be sufficient. In both cases students must also 
provide a signed letter from an approved preceptor or a practice manager stating 
that the circumstances for the requested extension were sufficient to require that 
the student was not able to accomplish a specific number of days assignments. End 
of course extensions will be commensurate with the time that the student was 
unable to complete required course work. If you were out sick a week, it is 
appropriate to grant a weeks extension, and so on. If there are any other requests 
for extension they should be directed to both the course instructor and the course
administrator. Requests for end of term extensions other than injury, illness or a
death in the family will be handled on a case by case basis. The final decision to
grant end of course extensions will rest with the course instructor.

G). You will have on-line exams in this class. The exam will be posted one week
before the actual exam week, and will remain available until one week past the
assigned exam week. At the end of the third week that the exam was posted it will
be made unavailable and may not be taken after that date without the specific
approval of the course instructor. Approved excuses to take the exam after it has
been made unavailable include documented personal injury or illness, close family
member injury or illness, or a death in the family. (See F. above)

H). If students feel that they have received an unfair evaluation on an assignment
or exam, they should contact the instructor to resolve the situation. If a student
wishes to appeal the decision of the instructor, the student should contact the
Veterinary Technology Program Director.
**X). Specific Point Values for Assignments and Examinations:**

<table>
<thead>
<tr>
<th>Week</th>
<th>Assignment</th>
<th>Point Value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>On-Line Assignments</td>
<td>50</td>
</tr>
<tr>
<td></td>
<td>Weekly Tutorials</td>
<td>110</td>
</tr>
<tr>
<td></td>
<td>OSHA Exam</td>
<td>10</td>
</tr>
<tr>
<td>1</td>
<td>Weekly Checklist</td>
<td>5</td>
</tr>
<tr>
<td>2</td>
<td>Weekly Checklist</td>
<td>5</td>
</tr>
<tr>
<td>3</td>
<td>Weekly Checklist</td>
<td>5</td>
</tr>
<tr>
<td>4</td>
<td>Weekly Checklist</td>
<td>5</td>
</tr>
<tr>
<td>5</td>
<td>Weekly Checklist</td>
<td>5</td>
</tr>
<tr>
<td>6</td>
<td>Weekly Checklist</td>
<td>5</td>
</tr>
<tr>
<td>7</td>
<td>Weekly Checklist</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Examination One</td>
<td>100</td>
</tr>
<tr>
<td>8</td>
<td>Weekly Checklist</td>
<td>5</td>
</tr>
<tr>
<td>9</td>
<td>Weekly Checklist</td>
<td>5</td>
</tr>
<tr>
<td>10</td>
<td>Video Part A</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>Weekly Checklist</td>
<td>5</td>
</tr>
<tr>
<td>11</td>
<td>Video Part B</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>Examination Two</td>
<td>100</td>
</tr>
<tr>
<td>12</td>
<td>Weekly Checklist</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Video Part C</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>Course Task Checklist</td>
<td>180</td>
</tr>
<tr>
<td></td>
<td>Weekly Checklist</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Video Part D</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>Total Points Possible</td>
<td>1010</td>
</tr>
</tbody>
</table>

**Grading Scale:**

- 1010 to 909 points = A
- 908 to 808 points = B
- 807 to 707 points = C
- 706 and below points = F
### XI. Course Assignment Schedule:

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
<th>Text</th>
<th>Video</th>
</tr>
</thead>
</table>
| 1    | Health and Safety Hazards  
          Hazardous Materials  
          First Aid and Emergency Response | McKelvey  
| 2    | Malpractice Issues | Clinical Assignments | Clinical Assignments |
| 3    | A Shared Vision, Delegation: Your Key to Success  
          The Role of a Practice Manager | Smith  
          pp. 65-79  
          Opperman  
          pp. 84-88, 93-99 | Clinical Assignments |
| 4    | Minimum Requirements for Maximum Service  
          Empowerment  
          Hiring a Team of "10s"  
          Training for Excellence | Smith  
          pp. 81-88, 105-121  
          Opperman  
          pp. 51-52, 60-63 | Clinical Assignments |
| 5    | Staff Satisfaction and Teamwork  
          Build a Team That Can Go the Distance  
          Employee Evaluations: Feedback to Grow On  
          Motivating Your Healthcare Team | Smith  
          pp. 89-104  
          Opperman  
          pp. 64-83 | Clinical Assignments |
| 6    | Staff Stress and Burnout  
          Employment Laws | Heinke  
          pp 71 - 83 | Clinical Assignments |
| 7    | Client Communication  
          Intervening Effectively and Appropriately in Behavior Cases  
          First Impressions | Smith  
          pp. 1-64  
          Hetts  
          pp. 1-16 | First Impressions  
          Exam One |
| 8 | "Veterinary Clinic, Please Hold..." The Waiting Room Dilemma A Partnership with Clients Communication Skills A Crash Course in Animal Learning – and Why You Need It Special Situations |
|   | Smith pp. 143-192 Hetts pp. 17-44 |
|   | Special Situations Clinical Assignments |

| 9 | Educate Clients with Marketing The Benefits of Taking a Full-Service Approach Client Retention Strategies Service Recovery for Loyal Clients Response Protocol for Behavior Problems |
|   | Smith pp. 193-212 Opperman pp. 30-50 Hetts pp. 81-88 |
|   | Clinical Assignments |

| 10 | Establishing Fair and Profitable Fees Internal Controls: Do You Throw Away Profit? Problem Prevention for Puppies and New Adult Dogs |
|    | Opperman pp. 108-121 Hetts pp. 45-62 |
|    | Clinical Assignments |
|    | Examination Two |

| 11 | Stabilize Your Bottom Line by Controlling Inventory Accounts Receivable 101 Bookkeeping Duties Problem Prevention for Kittens and New Adult Cats |
|    | Opperman pp. 122-132 Hetts pp. 63-80 Heinke pp. 149-156 |
|    | Clinical Assignments |
|    | Course Task Checklist Due |

| 12 | The Dilemma of Euthanasia for Behavior Problems Animal Abuse and the Link to Family Violence |
|    | Hetts pp. 281-298 |
|    | Clinical Assignments |
XII). When Your Assignments are Due:

Specific information on the specific dates and times that assignments are due is posted on your course web site in the "Assignments" section. Please consult it and follow the assignment and exam schedule that is posted there.

XIII). OSHA

Safety in any employment situation is a vital and important issue. Good and safe work habits are critical for success in your job. For these reasons, the required OSHA examination is available the first week of each DEVTP course. Even if you have received a passing grade on this exam in a previous course, you are required to complete and pass the OSHA exam posted on the course web site in each subsequent class. The exam is worth 20 points in level 1 courses and 10 points in all subsequent classes. Regardless of the number of points that you have, you MUST take and make a score of 70% or greater on this exam to receive credit for this course.

XIV). Academic Honesty:

Strict academic honesty is expected, and personal and professional integrity is valued in the Dallas County Community Colleges. Scholastic dishonesty is a violation of the Code of Student Conduct. Scholastic dishonesty includes, but is not limited to, cheating on a test, plagiarism, falsifying documents, forgery, and collusion. As a college student, you are considered a responsible adult. Your enrollment indicates acceptance of the DCCCD Code of Student Conduct published in the DCCCD Catalog. More information is available at https://www1.dcccd.edu/cat0406/ss/code.cfm.

XVI). Student Course Handbook

Each semester a Student Course Handbook will be posted as the first item in the "Course Documents" section of each class BlackBoard site. You should download and read the Handbook carefully each term. It will contain information on when your online assignments are due, the time limits on completing online assignments, taking exams, important registration dates, expectations of students, and other important information. If you do not read though the Handbook you will miss changes in the classes, updates to information, and items that may affect your grades. Please download the Handbook and read it carefully and thoroughly.