



Veterinary Technician Job Description

Reports to: Lead Technician and/or Practice Manager

SUMMARY

The Veterinary Technician is the veterinarian's primary medical support. They are required to assist doctors and other hospital staff by providing high quality care and cleaning of patients and facility including completing patient treatments, assisting in surgery and all other animal care functions as well as other tasks involved in the operations of a veterinary hospital. Certified Veterinary Technicians differ only from Veterinary Technicians in that they have passed the VTNE to obtain credentials for certification in our state.

JOB RESPONSIBILITIES

The following is a list of essential job functions and responsibilities. This list may be revised at any time and additional duties not listed here may be assigned as needed. These responsibilities include but are not limited to:

- Client relations
- Record Keeping
- Animal Restraint
- Examinations/Assessments
- Nursing care
- Pharmacy
- Anesthesia
- Surgery
- Dentistry
- Radiology
- Laboratory
- Housekeeping/Maintenance

Client Relations

- Demonstrate excellent relations with clients/pets in waiting and/or exam rooms.
- Assist receptionists with all aspects of client service including, but not limited to:
 - Patient check in/out
 - Invoicing & payment processing
 - Telephone support
 - Appointment scheduling
 - Immediately greet clients with eye contact and speaking to them
- Ensure that all clients and pets feel welcome and comfortable; build rapport.
- Exceed client's expectations of service; keep clients informed of any delays they may experience.
- Ability to effectively communicate and educate clients on general animal husbandry and answer both medical and non-medical questions, including but not limited to:
 - Basic dietary recommendations
 - Dental care instructions
 - Indications for performing routine laboratory tests.
 - Housebreaking techniques
 - General parasite control
 - Necessary follow-up and home care instructions
- Handle all client questions with confidence and direct to veterinarians when appropriate.
- Prepare accurate estimates for procedures or treatments and discuss financial commitments with clients supporting hospital financial policies.
- Discharge patients to clients based on veterinarian's orders, ensuring that all proper paperwork is provided, and patients are well groomed and in a medically appropriate state for release

Record Keeping

- Keep records up to date. This includes records of charges, medical history, vaccine status, medications, laboratory results, messages, client education, etc.
- Maintain all logbooks (surgery, anesthesia, laboratory, and controlled substance logs, etc.)
- Document all appropriate client correspondence into medical record completely and concisely.
- Know how to efficiently reference medical records for patient information and follow-up as well as doctor communication and treatment plans.
- Accurately invoice all services, products, and prescriptions.

Animal Handling & Restraint

- Must be able to lift, carry and lead animals up to 40lbs independently; assistance will be available for animals over 40lbs.
- Ability to restrain all animals effectively and safely.
- Utilize common techniques to reduce a patient's fear, anxiety, and stress while in the clinic.

Examinations and Assessments

- Ability to perform a cursory examination of an animal.
- Record observations clearly and concisely in medical record with proper grammar and terminology
- Ability to use a stethoscope and otoscope.
- Ability to recognize fleas, ticks, and other external parasites.
- Ability to recognize other potential health care issues, i.e. dental, signs and behavior patterns that suggest an animal may be in pain and determine necessity of veterinarian's examination
- Clearly communicate your findings to the doctor. Refuse to make a diagnosis.

Nursing Care

Compassionate nursing care is the top priority for all patients.

- Make certain all patients are kept clean and as comfortable as possible.
- Admit patients following hospital policy and doctor's orders.
- Assist in treating hospitalized patients under veterinary supervision; continuously monitor all admitted patients.
- Be able to alert the doctor when symptoms change or when concerns arise.
- Ensure all patients are clearly identified including their belongings.
- Efficiently organize daily duties and medical-surgical procedures to best utilize the staff's time.
- Participate in client communication and education: explain administration of medications, follow-up care, diet recommendations and general animal care.
- Flexibility in working hours is required to ensure that the job is done properly (willing to work beyond scheduled hours if necessary)
- Be able to give SQ, IM and IV injections.
- Place IV catheters and properly care for them; understand use and care of fluid pumps.
- Apply bandages and properly care for them.
- Perform emergency procedures such as control of bleeding, resuscitation with oxygen, opening airways and CPR.

Pharmacy

- Understand usage, dosage and common side-effects for commonly used prescription drugs and can readily explain them to clients.
- Create prescription labels, fill prescriptions, and dispense medications as directed by a doctor.
- Control inventory and assist in ordering medications and supplies.
- Maintain proper storage and safekeeping for drugs.

Anesthesia

- Understand how to maintain and use hospital's anesthetic monitoring and oxygen machines.
- Administer and monitor anesthetics and patient vital signs under doctor supervision.
- Familiarity with procedures and antidotes for anesthesia emergency

Surgery

- Keep the operating room properly stocked and prepared for surgery.
- Know the names and general uses of surgical instruments and equipment; maintain and sterilize surgical instruments and packs.
- Understand how to prep animals for aseptic surgery; know principles of sterility in surgery room and maintain sterile surgical conditions.
- Be able to assist the doctor with certain surgical procedures.

Dentistry

- Understand how to set up and use the hospital's dental prophylactic unit.
- Perform routine dental prophylactic procedures as directed by a veterinarian in a timely and efficient manner.
- Ability to take dental radiographs efficiently.

Radiology

- Lift, restrain and position animals properly for radiography; know how to use positioning devices safely and effectively.
- Maintain and care for all radiology equipment.
- Practice all safety regulations in radiology and always use proper PPE.

Laboratory

- Collect samples for processing including but not limited to venipuncture, cystocentesis, swabbing and free-catch.
- Prepare proper request forms and process samples for send-out.
- Perform clinical laboratory tests in-house:
 - Fecal floatation
 - Urinalysis
 - Heartworm test
 - Skin scrapings
 - Ear cytology
 - Manual blood count (wbc, rbc, platelet, etc.)
 - Other tests as requested.
- Record tests in logbooks and invoice them correctly
- Ensure results are documented in patient's record and the DVM has been informed of results.
- Be familiar with the use and maintenance of in-house laboratory equipment.

Housekeeping & Maintenance of Hospital

Must be able to understand the importance of a clean and orderly facility; does not hesitate to clean or organize as part of normal job duties. Does not rely on others, including Veterinary Assistants, to clean up after them.

Make certain the entire hospital, both inside and outside, including treatment, surgery, kennels, runs, parking lot and entry is kept very clean throughout the day (so that a client could enter the treatment room and see their pet without any notice). This includes your own clothing and appearance. Advise proper authority of any conditions that are unsafe, damaged or in disrepair.

JOB REQUIREMENTS

Educational Requirements

- High School diploma or equivalent
- Associate or bachelor's degree from an accredited program in a Veterinary Technology program
- Certification/License as a Veterinary Technician in state of Minnesota strongly preferred
- Must demonstrate desire to continue learning in veterinary medicine.

Physical Requirements

- Dependable and reliable attendance with flexible availability to work a variety of opening, closing and weekend shifts.
- Any allergies to animals must be controllable through medication.
- Must be able to lift to 40 pounds independently; more with assistance.
- Must be willing to work long or irregular hours under pressure conditions.
- This position requires the ability to walk, bend, stand and reach constantly during a minimum 8-hour workday.
- Visual acuity sufficient to maintain accurate records, recognize people and understand written directions.
- Ability to speak and hear sufficiently to understand, give information in person and over the telephone.
- Fine motor skills adequate for utilizing hospital equipment such as electric clippers, syringes, radiology equipment, laboratory equipment, computers, etc.

Knowledge, Skills & Abilities

- Previous experience or training/education working in a veterinary facility required.
- Must be friendly, personable, and "people oriented."
- Conduct oneself in a confident and professional manner even when stressed and/or focused on individual tasks.
- Excellent verbal and written communication skills
- Able to use Windows-based Electronic Medical Record system comfortably and efficiently.
- Must be capable of being cross trained for receptionist duties that will be expected on the job.
- Strong telephone and computer skills
- Strong attention to detail by being thorough and accurate when performing tasks.
- Must be a team player willing to learn new techniques and treatments and to accept change.
- Maintain positive attitude and cooperative relationships with other employees.

Authority

- Direct and guide veterinary assistants.
- Train newly hired technicians and assistants as needed.
- Perform emergency care within regulatory limits.

WORK ENVIRONMENT

While performing the duties of this job, the employee is exposed to the hazards of 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.

ACKNOWLEDGEMENT

I have read and received a copy of this job description; I understand the qualifications and requirements for the position of Veterinary Assistant at Meadow View Veterinary Clinic, LLC. By signing below, I testify that I have the qualifications and can perform the physical tasks described in the job description. Furthermore, I believe that I have the knowledge, experience, and aptitude to learn and proficiently perform every task listed in the job description.

I understand this job description does not necessarily list all the functions or accountabilities of the job. Employee(s) may be asked by management to perform additional duties and tasks. Management reserves the right to revise and update job descriptions at any time.

Lastly, I understand that the signing of this job description does not in any way create or constitute an employee contract or change my "at will" employment status under Minnesota laws.

Employee Name - Printed

Employee Signature

Date