

# Veterinary Medical Receptionist Certificate



## Description

The Veterinary Medical Receptionist Program at Olds College produces graduates who contribute to the goals and objectives of the veterinary profession by bringing their skills and their understanding of veterinary activities to a team environment.

## Program Learning Outcomes

Upon successful completion of this program, students will be able to:

1. Explain veterinary procedures, protocols and materials.
2. Complete veterinary pharmaceutical procedures as directed by a veterinarian.
3. Explain infectious diseases and prevention.
4. Identify common breeds, behaviour and handling of selected species.
5. Identify the animal systems and components of Animal Health Management.
6. Interact professionally with clients and staff.
7. Utilize appropriate software.
8. Produce professional documents.
9. Provide veterinary customer service and client education. Communicate effectively within the animal health industry.

## Requirements:

### TERM 1

|  |             |  | Course Credits     |
|--|-------------|--|--------------------|
|  |             |  | (Total Credits:15) |
| <b>VMR</b>   | <b>1010</b> | <b>Animal Health Systems and Management (3-3-0 hrs)</b>      | <b>3</b>           |
| Students will use terminology in veterinary medicine. Students will describe emergency and animal health management principles and procedures.   |             |  |                    |
| <b>VMR</b>   | <b>1020</b> | <b>Animal Breeds, Handling and Behavior (3-1-0 hrs)</b>      | <b>3</b>           |
| Different breeds and natural behaviors will be studied and students will identify species and breeds of domestic animals. Students will perform safe handling and restraint techniques on domestic animals.  |             |  |                    |
| <b>AHT</b>   | <b>1050</b> | <b>Introduction to the Veterinary Profession (3-0-0 hrs)</b> | <b>3</b>           |
| Students will become familiar with selected animal health organizations and will adhere to the regulations of veterinary medicine in Alberta. Students are introduced to strategies and techniques for managing self and interacting with others. Students will examine animal welfare and ethical issues. This course provides students with foundational veterinary medical terminology they will use throughout their career. |             |  |                    |
| <b>CMP</b>   | <b>1100</b> | <b>Computer Applications I (3-0-0 hrs)</b>                   | <b>3</b>           |
| Students will work with a variety of software, including selected Microsoft Office programs, to create and edit business documents. The exploration of various Apps and Web Design applications will provide students with a foundation for application of these technology tools for other courses and the workplace.   |             |  |                    |
| <b>COM</b>   | <b>1020</b> | <b>Workplace Communication (3-0-0 hrs)</b>                   | <b>3</b>           |
| In this course students develop writing and presentation skills. Students will apply rules of grammar, spelling, punctuation and mechanics in the development of letters, email and short reports as well as other documents relevant to their industry. Students will demonstrate strategies and techniques for creating informative and persuasive presentations.  |             |  |                    |

### TERM 2

Course Credits

(Total Credits:12)

|   |             |  |                                     |
|---|-------------|--|-------------------------------------|
| <b>VMR</b>  | <b>1510</b> | <b>Infectious Diseases and Prevention (3-0-0 hrs)</b>          | <b>3</b>                            |
| <p>This course is a study of selected animal diseases, their treatments, and the duties performed in a pharmacy. Students will describe disease conditions of domestic animals and common pharmaceutical agents used in veterinary medicine. Students will review legislation regarding the use of pharmaceuticals. Students describe nutritional requirements for dogs and cats.</p> <p>Pre-requisite : VMR - 1010 :</p>   |             |  |                                     |
| <b>VMR</b>  | <b>1520</b> | <b>Veterinary Procedures Awareness (3-0-0 hrs)</b>             | <b>3</b>                            |
| <p>Students will recognize and describe common procedures performed in a veterinary hospital. Students will be introduced to veterinary ethics, with an emphasis on animal welfare issues. Critical thinking is applied to animal welfare situations in the pet industry, the livestock industry, and to animals used in research, in circuses and wildlife.</p> <p>Pre-requisite : VMR - 1010 :and</p> <p>Pre-requisite : VMR - 1020 :</p>   |             |  |                                     |
| <b>VMR</b>  | <b>1530</b> | <b>Reception Procedures in Veterinary Medicine (3-0-0 hrs)</b> | <b>3</b>                            |
| <p>Students will become familiar with appointment procedures commonly encountered in a veterinary practice. Students will demonstrate communication skills used in a variety of case studies unique to dealing with clients of a veterinary practice. They will describe protocols for inventory and marketing products and services and will explain services offered by specific animal health sectors.</p> <p>Pre-requisite : AHT - 1050 :</p>   |             |  |                                     |
| <b>VMR</b>  | <b>1550</b> | <b>Veterinary Practice Software (3-3-0 hrs)</b>                | <b>3</b>                            |
| <p>Using a relational database, students will design data tables, select appropriate data types and relate tables logically. Students will create and modify database objects including tables, forms, reports and queries. They will apply core skills to streamline data entry, ensure data integrity, automate tasks and analyse data. Students will use a selection of veterinary specific software.</p> <p>Pre-requisite : CMP - 1100 :</p>  |             |  |                                     |
| <b>TERM 3</b>   |             |  |                                     |
|   |             |  | Course Credits<br>(Total Credits:3) |
| <b>VMR</b>  | <b>2950</b> | <b>Industry Practicum (1-0-0 hrs)</b>                          | <b>3</b>                            |
| <p>Students spend 4 weeks (160 hours) in a veterinary hospital or related institution where they apply competencies acquired during their education and training in the VMR program. Students will prepare for their industry practicum by utilizing job searching techniques, cover letter and resume writing to secure a placement for their industry practicum.</p> <p>Pre-requisite : Pass all required courses and have a cumulative GPA at or above that required for graduation.</p> |             |  |                                     |

## Graduation Requirements

- Completion of 30 credits
- Completion of all required courses and credits as per Program of Study
- Cumulative program G.P.A. of 2.00 or better
- Satisfactory completion of occupational experience and/or assignment, if required

### Changes to this Program

Every effort has been made to ensure that information in this program is accurate at the time of publication. The College reserves the right to change programs if it becomes necessary so that program content remains relevant. In such cases, Olds College will provide clear and timely notice of the changes.

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4500-50 Street Olds, Alberta, Canada, T4H 1R6

Effective Date: 07/01/2018 to 06/30/2021

Generated on: 6/29/2021 10:13:03 AM