

Technician Job Description

The responsibilities of a veterinary technician/ veterinary assistant vary considerably from one practice to another. At Fredonia veterinary Clinic, veterinary technician/ assistants must be willing to be flexible and willing to help in all areas of the clinic, but with your main priority being the welfare and treatment of our patients and clients. Veterinary technician/ assistants must build positive, professional relationships with clients and staff members. They must be comfortable communicating with clients, as well as, working with all the animals that the practice services.

Technicians and assistants at Fredonia Veterinary Clinic have responsibilities that include, but are not limited to; helping doctors with physical examinations, dispensing medications, helping with the restraint of a patient for procedures, assisting in surgery, provide nursing and treatments for patients , and perform basic laboratory tasks.

General Knowledge and tasks

- Give directions to the practice and know clinic phone numbers/fax number and address
- Know the range of services the practice provides and the species it treats.
- Be seasonably familiar with breeds and coat colors.
- Follow OSHA standards. Be able to find Material safety Data Sheets quickly.
- Use proper medical terminology when speaking and writing.
- Understand the life cycle and pathology of common parasites (internal parasites, heartworms, fleas, ticks and know the names of most common preventatives, recommended treatments and diagnostics.
- Be familiar with zoonotic (contagious) diseases, including their prevention and steps to reduce or eliminate transmission.
- Know the basic policies of the veterinary clinic such as payment methods accepted and billing guidelines
- Be familiar and comply with all our written AAHA protocols

General Tasks

- Always be in position and prepared to work by the start of each scheduled shift.
- Enter practice through the front door so that you see what clients see. Routinely pick up trash or feces from the parking lot, sidewalks, or entryway.

- Maintain a professional appearance while at work
- Smile and maintain an even, friendly demeanor while on the job.
- Perform job tasks efficiently without rushing.
- Promote a positive attitude among staff
- Handle stress and pressure with poise and tact.
- Be willing and available to stay late or through breaks, when needed, to assist with emergency or critical- care patients.
- Show respect for clients, team members, and animals (alive or deceased) at all times.
- Effectively promote preventive health care and nutrition to clients. Support what fellow staff members have said to clients
- Have the physical strength and ability to stand for entire shift when needed, and be able to lift pets and objects weighing up to 50 pounds without assistance. Assist in lifting patients weighing more than 50 pounds.
- Maintain a list of tasks and engage in productive work during slow periods. Ask a supervisor if unsure of tasks to be completed.
- Assist other employees as needed. Avoid waiting for coworkers to ask for assistance.
- Stock hospital supplies and pharmaceutical, pet food, and over the counter products.
- Ensure that medical supplies are always available. Add items to the want list when depleted
- Regularly check for outdated supplies. Remove and replace them as directed by the office manager
- Participate in all staff and training meetings.
- Maintain strict confidentiality regarding clients and patients for whom the practice provides veterinary services. Be prepared to handle any pet or facility emergency that may arise.
- Follow established closing procedure to ensure the security of patients, staff, data revenue, inventory, and the facility

Front Office Tasks

- Know phone functions, including hold, intercom, transfer, how to forward and unforward the phone, and retrieve voice mail messages
- Answer the phone by the third ring when receptionists are preoccupied or unavailable

- Assist the receptionist in keeping the facility's reception area and room(s) clean and tidy
- When assisting at the reception desk, know names of clients and patients that are scheduled to arrive before they appear
- Access client information within Cornerstone. Enter and retrieve client and patient data in the computer. File charts and know all areas of the clinic where patient files are kept
- Assist receptionists with client's payments and provide clients with receipts that detail their transactions

Client Interaction Tasks

Patient Admittance Tasks

- Cordially greet incoming clients and patients, addressing each by name
- Update clients or patients records as needed. Date and note the reason for visit in the medical record
- Use clients and patients names during conversations
- Counsel clients on financial and admittance policies, their pets' medical procedures, and options that require consideration. Answer clients' questions and ensure that all admittance paperwork is properly completed. Check that clients' signatures on consent forms match those on new client information sheets.
- Provide clients with accurate and thorough information about over-the-counter products
- Understand and explain internal and external parasite products as well as diets, dental products and behavior management tools
- Know where brochures and client education materials are stored. Provide clients with handouts and brochures relating to relevant medical conditions, surgeries, immunizations, internal and external parasites, pet insurance , and diets
- Explain delays that affect clients. Ensure the comfort of clients and patients during their waits. Offer water to clients or patients in need. Reschedule appointments as needed.
- Call for waiting clients using pets' names and clients last names. Lead them to exam rooms and weigh each pet.
- Transfer incoming patients to appropriate wards and ensure the comfort of clients and patients, identify patients with cage cards and/or neck bands. Add patients to each day's procedure list or surgery schedule.

- Assist clients with unruly or unrestrained pets. When assisting receptionist, ensure that all dogs are leashed immediately after arrival and that cats and smaller pets are caged. Isolate aggressive pets Request assistance if needed

Patient Discharge Tasks

- Prepare medications and prescriptions for dispensing as directed by the doctor per the FVC prescription protocol. Ensure that each prescription label contains all the following information: doctor's name, practice name, address, and phone number, date, patients and clients name, medication name, strength and volume (or Number) and administration instructions. Have the doctor initial the label to approve.
- Dispense medications. Discuss administration or application of products and potential side effects with owners as instructed by doctors or technicians
- Provide clients with accurate and thorough information about all over the counter products. Understand and explain internal and external parasite products as well as diets dental products, and behavior management tools.
- Accurately invoice clients from charges on travel sheets
- Discharge patients. Instruct clients on the care of patients at home, timing of recheck appointments, and potential adverse effects of surgeries, procedures, or medications.
- Assist grieving clients and comfort them. Be familiar with the grieving process. Always be sensitive to background chatter or conversations that could exacerbate the anxieties and grief clients experience during euthanasias or deaths of their pets.
- Handle angry or grieving clients in a calm, reassuring manner. Escort complaining or angry clients from the reception area to a separate, closed room where their complaints may be heard privately. When necessary, enlist a doctor or the office manager to resolve the complaint.
- Assist clients to their cars if needed. Offer to help carry products or assist with multiple pets.

Medical Record Management Tasks

- Understand the medical record filing system.
- Know all possible locations for storage of records of hospitalized patients including inpatients and pending lab work
- Check on the immunizations or reminder status of arriving pets
- Properly use bins or slots assigned to doctors, inpatients, and laboratory

- Attach a travel sheet marked with the patients and clients names to the medical record of each arriving client
- Understand and use special record notations, including male, female, aggressive, caution, no credit/charging, and/or inactive
- Make notes in patients files of relevant phone or in person conversations with clients and place your initials after such entries
- Verify and/or witness clients' statements regarding procedures, including euthanasias.
- Check files for completeness of notes, charges, callbacks, and reminders before refilling. Ensure that records include current laboratory tests, procedure results, current patients weights, immunizations, diagnoses, and treatments
- Accurately file all paper medical records

Exam Room Tasks

- Possess sufficient strength and assertiveness to effectively restrain patients and ensure the safety of clients and personnel
- Clean and straighten exam rooms to prepare for incoming patients. Spray disinfectant on exam tables and wipe them clean. Remove sources of offensive odors; empty trash if necessary. Check floors, walls, doors, and counters, and sweep or clean them as needed to remove hair, body fluids, and dirt.
- Measure and record each patients weight
- Answer questions and educate clients about basic pet care and procedures including nutrition; internal and external parasite control; immunization protocols; the administration of topical, oral, otic and ophthalmic medications; spay and neuter procedures; and behavior and training. Refer questions you cannot answer to appropriate colleagues.
- Dispose of used needles and syringes and other sharp objects as set forth by the practice's policy and OSHA standards
- Perform suture removals and nail trims
- Assist with routine exam room procedures, such as venipunctures, skin scrapings, fine needle aspirates, corneal stains, and ear treatments.
- Keep exam rooms stocked with syringes, needles, and other items routinely used during an exam. Regularly restock exam rooms refrigerators with vaccines.

- Inform the practice manager or doctors immediately of all bite or scratch wounds you suffer so that reports can be made and you can be referred for timely medical care by a physician if necessary. Clean all wounds quickly and thoroughly.

Nursing Care Tasks

- Prioritize tasks to maximize clients satisfaction and patients health
- Track an use or store comfort items brought by clients for hospitalized patients
- Wash and dry, and store patients bedding and the practices towels. Maintain bedding in good repair
- Lase clean, soft bedding in cages as appropriate
- Maximize patients comfort with a gentle and reassuring manner. Understand that actions that would constitute animal cruelty under state or local laws or the practices policies will be grounds for immediate reprimand and/or termination
- Monitor patients for vomit, blood, urine, and feces in the cage, and clean patients and cages as needed. Save debris if unsure whether it should be examined. Report concerns to the doctor in charge of the patient. Monitor patients' behaviors and note potentially aggressive behaviors. Use cautions when handling aggressive or potentially aggressive pets. Request assistance when needed
- Monitor changes in patients' condition. Alert doctors to significant changes.
- Walk dogs on a double leash. Be sure that they are restrained and under you control at all times. Prepare meals and feed animals, Know which animal should not have food. Water and if food is allowed, which diet to feed.
- Clip hair in a manner that minimizes clipper burn. Maintain clean clipper blades and lubricate them on a regular basis.
- Use warning stickers and notations on cage cars and record as appropriate.
- Prior to discharge remove patients' catheters, clean patients so that no body fluids are detectable, and bathe and/or groom patients prior to transferring them to clients
- Disinfect cages as soon as possible after patients are removed from them.

Patient Treatment Tasks

- Understand the mechanics and application of basic standards of asepsis
- Maintain IV catheters so fluids flow freely; flush and clean as needed

- Administer IV, IM, SQ, and oral medications and note in charts
- Assist in the application of wound dressings and treatments
- Swab, clean, flush, and treat ear canals without causing trauma
- Trim nails to the quick without causing bleeding
- Understand how to stop bleeding by using styptic pencils, powder, or other means
- Monitor and maintain urinary collection bags. Record urine production on cage cards and in charts
- Identify a patient's level of pain and possible cause of pain, and understand the medications and methods used to control pain.

Technical Tasks

General Technical tasks

- Restrain pets in a manner that allows necessary work to be performed, minimizes stress to patients and ensures the safety of patients and people. Safely and effectively, apply and use restraints such as muzzles, towels, gloves and cat bags.
- Perform venipunctures using patients cephalic, saphenous, and jugular veins in a manner that minimizes trauma to patients an injury to veins and allows you to successfully obtain a nonhemolyzed sample.
- Collect urine and fecal samples. Use fecal loops for stool collections as needed
- Prepare slides of body fluids. Air dry and stain them as directed.
- Maintain stains and others supplies in a manner that avoids contamination and ensures correct results
- Use proper stain techniques to maximize diagnostic interpretation of prepared slides.
- Maintain test kits under proper environmental conditions
- Understand the paperwork and procedures of outside laboratories used by the practice
- Perform routine snap tests, such as heartworm and feline viral tests. Set up and read urine specific gravities and urine dipsticks
- Prepare blood samples and run in house blood analyzers
- Set up and perform fecal examinations

- Assist with euthanasia procedures. Hold off veins and release pressure at the appropriate times.
- Assist with emergencies as directed

Surgical Assistance Tasks

- Prepare surgery suite for incoming patients
- Bring surgical patients to the surgical prep area. Ensure that you have the correct patients by checking cage cards, affixed identifications, and patients marking a and record
- Check surgery schedules and patients records to determine procedures to be performed
- Assist staff in administering preoperative medications and/or collecting pre-op sample.
- Under the direction of doctors, prepare patients for surgery. Trim nails. Clip surgical field with straight margins. Minimize tissue trauma. Properly scrub and prepare surgical fields. Maintain clean fields when moving patients.
- Intubate patients and attach cardiac and respiratory monitors, pulse oximeters, CO2 monitor, or ECG monitors to anesthetized patients as directed by surgeon.
- Properly position and align patients for surgery.
- Assist surgeons with aseptic gowning and gloving.
- Monitor patients during surgery for depth of anesthesia, color, temperature, respiratory rate, and hear rate. Alert doctors to changes in condition.
- Monitor patient's recovery. Protect patients from aspiration and hypothermia. Deflate cuffs and remove endotracheal tubes as soon as gag reflexes return.

Surgical Cleaning Tasks

- Clean operating rooms and equipment after use
- Clean floors and counters in surgical prep and recovery areas, treatment rooms, and wards after use, and as needed.
- Wash, sterilize and store endotracheal tubes using techniques that prevent the spread of disease.
- Clean surgical instruments according to protocol
- Operate and maintain the autoclave.

Radiology Tasks

- Assist doctors and technicians with restraint and positioning of patients for radiographic procedures
- Minimize radiation hazards. Use protective equipment and wear exposure badges whenever exposing radiographs.
- Consistently place labels
- Properly store plates
- Understand how to take an image and process with CR
- Understand how to send a digital image