

Job Title: Veterinary Technician – Outpatient Department
Reports To: Practice Manager and Practice Owner

SUMMARY

Veterinary technicians assigned to the outpatient department work nearly exclusively in the laboratory/pharmacy area and in examination rooms, supporting the veterinarians examining and treating patients during scheduled or emergency appointments.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned. All duties are to be performed following established protocols or as directed by a veterinarian, the practice manager or veterinary technician supervisor.

Assist doctors in the exam rooms including restraining dogs, cats and exotic patients. Obtain concise and pertinent patient history. Prepare necessary vaccines for appointments. Conclude appointments by reviewing medications and instructions with pet owners, as directed by the doctors.

Collect and prepare laboratory samples (urine, blood, feces, cytology) for in-hospital and outside laboratory testing. Communicate effectively with clients, both in person and by telephone.

Accurately fill authorized prescription requests. Verify completed prescriptions before they are released to the client.

Be confident in preparing, reviewing and explaining estimates with clients and preparing patient invoices.

Monitor the flow of appointments and anticipate delays.

Accept and triage emergencies, discharge patients as appropriate.

Distribute and explain informational materials for clients. Have familiarity with our preventative care protocols, common diseases, parasites, nutrition, behavior and first aid.

Maintain adequate inventory and instrumentation in the exam rooms. Alert the practice manager when there are deficiencies or problems.

Maintain clean and uncluttered counter areas, under-counter areas, and back room supply shelves.

Clean all patient areas, in conjunction with other veterinary technicians and assistants, as directed by the veterinary technician supervisor. Disinfect examination rooms as needed to control the spread of infectious diseases.

Assist the veterinarians during morning rounds; complete the medication treatment entries for each patient in the hospital ward(s).

Aid receptionists in answering telephones and assisting clients in the reception area, when needed.

Provide backup assistance to other technical departments, when needed.

Maintain working knowledge of general anesthetic procedures, radiography and surgeries for use during emergencies.

Administer injections, subcutaneous fluids, oral and topical medications, and provide wound care, under supervision of veterinarian.

Act as liaison between the client and doctor and notify the doctor if there are special considerations for a patient or owner. Offer sympathy and compassion to all clients, especially those with critically ill pets.

Act as the patient's advocate when communicating with the owner, doctor or other staff members.

SUPERVISORY RESPONSIBILITIES

Manages and assists in training of student technician assistants.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or equivalent required. Completion of college level education in animal science or husbandry, veterinary technical science or biology preferred.

LANGUAGE and MATHEMATICAL SKILLS

Effective oral and written communication skills are essential. Use of professional and courteous language during all discourse is mandatory. Tabulation of invoices and medication is required and can be determined with the use of the computer or calculator.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to stand, walk and reach with hands and arms. The employee regularly is required to stoop, kneel or crouch, speak and hear. The employee must regularly lift and / or move up to 60 pounds. Any animal or item over 60 pounds must be lifted by 2 or more employees to avoid back injury. The employee must regularly walk and restrain large and boisterous dogs. The employee is often expected to handle fractious dogs and cats for examination and treatment.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, fumes, airborne particles, toxic or caustic chemicals and risk of radiation. Personal protective equipment is required when handling any hazardous materials. The noise level in the work environment is usually moderate to high.

DRESS CODE

The employee is required to be dressed properly. Jewelry and piercings must be small and not dangling. Shoes must be closed-toe, comfortable with low heels and good traction. Sneakers are preferred. Coordinating scrub tops and scrub bottoms are recommended. Approval of attire is at the discretion of the practice manager or hospital owner. Lab coats are available to be worn over clothing.

OTHER REQUIREMENTS

Applicants may be required to undergo pre-employment fitness for duty and/or drug testing. Employees in technician positions will also be required to undergo rabies vaccinations, administered by an occupational health facility, and have periodic rabies titer evaluations thereafter.

Received by:

Printed name

Signature and Date