## Reception Duties

Total Number of Lectures/Practicals 2005/2006 = 11 hours Year 1, Blocks 1 and 2

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| 1.1 | Reception duties | **Taking and recording case histories**  
| 1.1 | Reception duties | **Veterinary terminology**  
Knowledge and understanding of the basic veterinary vocabulary and commonly used abbreviations. | Overview | 1 | Further terminology is taught in General Nursing and Anatomy & Physiology, Yr 1 |
| 1.1 | Reception duties | **Communication of details of cases and treatment to owners**  
Delivery of information in a concise and informed manner both by telephone and in person. | Good | 1 | |
| 1.1 | Reception duties | **Preparing a summary of the facts for each case handled**  
Brief history; species, breed, sex and presenting complaint/procedures carried out. Previous history prior to this visit, where relevant. Present physical condition and demeanour. Physical parameters; TPR etc. Results of diagnostic tests. Fluid and nutrition status. Any abnormal signs/all parameters normal. Medical and surgical treatments. Progress. Discharge information for owner. | Overview | 1 | |
| 1.2 | Reception duties | **Admitting patients for hospitalisation or surgery**  
**Discussing consent/discharge forms with clients**  
Assisting the client to complete hospital consent forms. Ensuring details on the form are correct, particularly exact procedure to be performed, contact telephone numbers and fee estimates. Explaining the procedure for contacting the hospital regarding progress/making an appointment for discharge of the animal. Ensuring safe and secure transport of the animal to the kennel. Ensuring correct labelling of animals and corresponding record cards. | Good | 1 | Clinical examination of patients in taught in General Nursing, Yr 1 |
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<td>1.2</td>
<td>Reception duties</td>
<td><strong>Discharging medical and surgical inpatients</strong>&lt;br&gt;Presentation of an itemised fee statement and collection of fees. Preparation of all medications in correctly labelled child-proof containers. Explaining and demonstrating discharge instructions. Use of handouts in patient discharge. Presentation of a dry, clean and odour free patient. Scheduling of the next appointment.</td>
<td>Good</td>
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<td>1.3</td>
<td>Reception duties</td>
<td><strong>Introduction to legal aspects of pharmacy</strong></td>
<td>Overview</td>
<td>1</td>
<td>This is taught in Medical Nursing, Yr 1</td>
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<td>1.3</td>
<td>Reception duties</td>
<td><strong>Advising and demonstration of the care of animals to clients</strong>&lt;br&gt;Answering frequently asked questions (FAQ) at reception desk. Demonstration of products available at the counter. Euthanasia. Vaccination. Neutering. Parasite control. Nutrition. Administering medication. Other services.</td>
<td>Good</td>
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<td>1.4</td>
<td>Reception duties</td>
<td><strong>Answering the telephone</strong>&lt;br&gt;<strong>Dealing with general enquiries</strong>&lt;br&gt;Courteous answering of the telephone as first point of contact between the client and the practice. Listening to the client’s problem. Using terminology that the client will understand. Obtaining a history by effective use of questioning. Use of telephone message books. Use of in-patient status sheets to inform clients. Use of reception day book for telephone messages, inpatient queries, repeat prescription and food orders.</td>
<td>Good</td>
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<td>1.4</td>
<td>Reception duties</td>
<td><strong>Making appointments and maintaining appointment schedules</strong>&lt;br&gt;Advantages and disadvantages of using appointment systems. Guidelines for efficient appointment systems. Balancing the workload. Minimising waiting times. Sensitivity to the needs of the client. Guidelines for arranging home visits.</td>
<td>Good</td>
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<td>1.4</td>
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<td><strong>Procedures required for referral of cases</strong>&lt;br&gt;Contacting the referral centre on behalf of the client and arranging an appointment. Provision of a letter of referral. Differentiating between the terms; referral, second opinion, supersession.</td>
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| 1.4 | Reception duties | **Identifying emergency conditions in small and large animals, both over the telephone and when presented**  
Prioritising common historic or observed problems that warrant immediate attention. Defining first responder.                                                                            | Good                        | 1           | First aid treatment of these conditions is taught in First Aid, Yr 2 and Large Animal Nursing, Yr 3 |
| 1.4 | Reception duties | **Advising on first aid treatment to small and large animals**  
Controlling blood loss. Minimising pain and discomfort. Transporting the animal to the surgery.                                                                                                                | Overview                    | 1           | Control of haemorrhage is taught in Surgical Nursing, Yr 2. Transport is taught in First Aid, Yr 1 |
| 1.4 | Reception duties | **Taking appropriate action**  
Giving precise instructions on the easiest route to the hospital. Safe handling of the animal. Alerting the veterinary surgeon. Preparing the consulting room and/or any equipment that may be required for treatment. Accessing the client records. Triage. | Good                        | 1           |                                                                                                 |
| 1.5 | Reception duties | **Basic stock control of practice consumables using manual and electronic systems**  
Basic understanding of the principles of: use of order books, inventory of stock, stock rotation, seasonal goods, annual stock take.                                                                    | Good                        | 1           |                                                                                                 |
| 1.5 | Reception duties | **Maintaining manual client and case records**  
Routine procedures for accurate completion of records. Correct filing of records.                                                                                                           | Good                        | 1           |                                                                                                 |
| 1.6 | Reception duties | **Dealing with routine correspondence**  
Vaccination reminders. Parasite control reminders. Invoices. Practice newsletters. Sympathy cards.                                                                                                                                       | Good                        | 1           |                                                                                                 |
| 1.6 | Reception duties | **Keeping the practice secure**  
Controlling access by members of the public, particularly to: reception area, pharmacy, kennels, exercise areas. Preventing animal escape. Alarm systems.                                                                 | Good                        | 1           | Personal safety is covered in Health & Safety, Yr 1                                             |
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| 1.7 | Reception duties         | **Book keeping and basic accounting**  
Principles of good record keeping; ease of use, safety and security of records. Use of day books and cash books. Calculation of value added tax (VAT). Categories of records; client, medical, personnel, financial and health and safety. Use of goods-inwards book. | Overview                   | 1           |                                                         |
| 1.7 | Reception duties         | **Dealing with invoices, payment procedures and filing**  
Preparing invoices for presentation to the client at time of collection and for posting. Accepting payment by cash, cheque or credit card. Accurate recording of fees paid and outstanding. | Good                       | 1           |                                                         |
| 1.8 | Reception duties         | **Business planning**  
Understanding current market statistics.                                                                                             | Overview                   | 1           |                                                         |
| 1.8 | Reception duties         | **Marketing and merchandising**  
**Practice economics**  
Client perception of the veterinary practice. Dealing with complaints and their effect on business. Identifying and anticipating the needs of clients. Promoting the services offered by a practice. Merchandising and display. | Overview                   | 1           |                                                         |
| 1.8 | Reception duties         | **Preparing and pricing for services supplied**  
Pricing products including mark up and VAT.                                                                                             | Good                       | 1           |                                                         |
| 1.9 | Reception duties         | **Excellent client care and communication**  
Maintaining relations with a range of clients and with other staff in the practice. The grief process and bereavement counselling. | Good                       | 1           |                                                         |
| 1.9 | Reception duties         | **Dealing with pet health insurance**  
Benefits of pet health insurance to client and practice. Assisting clients with application forms. Completion of claim forms on behalf of the client. Promotion of pet health insurance. | Overview                   | 1           |                                                         |
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| 1.10 | Reception duties | **Basic computer use**  
Computer systems: hardware and software. Software applications: word processing, spreadsheets, PowerPoint, websites, email, palm devices, digital photography. Dedicated veterinary practice management systems: hardware and software (home and custom designed). Advantages and disadvantages of dedicated veterinary practice management systems. Maintaining computerised client and case records. | Good                      | 1           |                                                          |