

## **Veterinary Assistant Job Description:**

The Veterinary Assistant assists Veterinarians and Veterinary Technicians with patient care and client education. Assistants must possess good critical thinking and problem-solving skills. They must be compassionate, have a positive attitude, and have a teamwork focus. Excellent client communication skills and commitment to outstanding client service are essential.

### **Veterinary Assistants are responsible for:**

#### **Client Service:**

- Proper telephone skills, answering if a CSR can't, speaking professionally, entering conversations into the record, and taking messages appropriately.
- Greeting clients when they walk in the door if a CSR is unavailable.
- (+/- Put clients into an exam room.)
- Updating/verifying the client and patient information in computer:
  - Email
  - Cell number
  - Correct address
  - Patient picture
  - Patient weight
  - Microchip numbers
  - Patient demeanor
- Client education including:
  - Parasites (internal/external, life cycle, treatment, clean up)
  - Vaccination (schedules, types, reasons to vaccinate)
  - Heartworm disease
  - Puppy and kitten information
  - Importance of healthy weight
  - Pet insurance
  - Importance of routine wellness bloodwork
  - Behavior
  - Dental care
  - Explaining hospital policies
- Invoicing:
  - Adding charges to a client account
  - Explaining cost to owners
  - Knowledge of our payment policy and recommended sources for financial assistance
  - Checking clients in or out if a CSR is unavailable
  - Knowledge of coupons & rebates available
- Scheduling appointments - forward booking rechecks or routine appointments.
- Going over forms and paperwork before and after surgery.
  - Knowledge of discharge instructions and possible complications for routine procedures.
- Knowledge of our online pharmacy and client communication app with the ability to navigate and inform owners of the uses.
- End of Life Care:
  - Understands the forms and paperwork required for euthanasia
  - Be knowledgeable of the medical process

#### **Patient Care:**

- Executing safe but effective animal restraint.
- Performs patient's treatments, using routes SQ and PO.
- Walking hospitalized patients in the morning and throughout the day.

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- Keeping patients clean, dry, and comfortable.
- +/-Performs venipuncture to obtain samples for testing.
- Has knowledge of patient IV catheters and understands the error codes on the infusion pumps.
- Assists in duties associated with anesthesia including:
  - Restraining for IV catheter placement, induction, and intubation.
  - Helps clip & scrub patients for surgery.
  - Assists LVT with monitoring animals during and after anesthetic procedures using monitoring equipment.
  - Patient recovery.
- Taking accurate history and temperature, if needed, and entering it into the computer.
- Performing patient services:
  - Nail trims
  - Anal gland expression
  - Laser treatments
  - Ear cleaning

#### General Duties:

- Understanding the types of medications kept in the hospital and where they are located.
  - Have understanding of commonly used abbreviations like BID, OU, and q24h.
  - Filling prescriptions when labels are printed.
- Assisting in setting up and cleaning up surgery.
  - Knowledge of surgery packs and proper identification of instruments for each pack.
  - Knowledge of ultrasonic cleaner, instrument milk, and the autoclave.
  - Ability to assist in troubleshooting and maintenance of procedure equipment.
- Understanding of sterile technique can maintain sterility when assisting in surgery.
- Knowledge of proper and safe radiographic technique and positioning always utilizing PPE.
- Setting up laboratory work including:
  - Parasite screens
  - Urinalysis
  - Blood slides
  - Skin and ear cytology
  - Skin scrapings
  - Ear mite slide
  - Plating samples for incubation?
- Complete knowledge of individual reference labs:
  - What samples go to which lab and why.
  - What supplies the Tech or Doctor will need for specific tests to have them ready.
  - How to correctly package & send the sample.
- Knowledge and utilization of the reorder system for inventory and supplies.
- Assists with unpacking orders and putting clinic supplies away utilizing the first in/first out system.
- Stocking exam rooms, surgery, and treatment areas as needed.
- Knowledge of computer programs and uses.
- Keeping all areas of the hospital clean and tidy throughout the day.
  - Keeping cages and kennels clean.
  - Washing dirty dishes/utensils utilized in the hospital.
  - Performing laundry.
  - Responsible for helping clean the hospital at the end of the day.
- Knowledge of isolation protocols:
  - Know protocol for cleaning after an infectious patient.
  - PPE required for infectious patients.
- Help veterinarians or other staff members accomplish other tasks to make the hospital run smoothly.
- Knowledge of other job descriptions and assist in training new staff.