

Veterinary Technician Job Description:

The Licensed Veterinary Technician has many important responsibilities and plays many roles within the hospital. They apply their professional skills in anesthesia, surgery, dentistry, laboratory testing, patient nursing, and client education and service. Technicians must share a firm belief in the quality of care we provide and communicate this sense of assurance to clients. It is important to know and understand our services and recommendations and be able to clearly convey the value of the services to clients. Excellent client communication skills and commitment to outstanding client service are essential.

Veterinary Technicians 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 the CSR is unavailable.
- (+/- Placing clients into a room.)
- Client education including:
 - Parasites (internal/external, life cycle, treatment, clean up)
 - Vaccination (schedules, types, reasons to vaccinate)
 - Heartworm disease
 - Puppy and kitten information
 - Pet insurance
 - Healthy weight
 - Behavior
 - Medications
 - Dental care
 - Explaining hospital policies
- Can discuss routine diagnostic testing with clients highlighting the reasons we recommend it be performed yearly.
- Updating/verifying the client and patient information in computer:
 - Email
 - Cell number
 - Correct address
 - Patient picture
 - Patient weight
 - Patient demeanor
 - Microchip number
- (Performing client communications in a timely manner and entering notes into the computer.?)
- Invoicing:
 - Adding client & patient charges to the invoice.
 - Creating and explaining estimates to owners.
 - Checking clients in or out if the CSR is unavailable.
 - Knowledge of our payment policy and our recommended sources for financial assistance.
 - Knowledge of coupons & rebates available
- Scheduling appointments:
 - Forward booking rechecks or routine appointments
 - Making appointments for medication testing or diagnostic rechecks within the preferences of the doctor.
- Knowledge of our online pharmacy and client communication app with the ability to navigate and inform owners of the uses.
- Prepares discharge instructions for hospitalized patients, surgical patients, and dental procedures.

- Going over forms and paperwork before and after surgery. Advanced knowledge of discharge instructions and possible complications.
- End of Life Care:
 - Understands the forms and paperwork required for euthanasia
 - Can explain the euthanasia medical process to owners
 - Knowledge of State Rabies Laws

Patient Care:

- Executing safe but effective animal restraint.
- Performs patient's treatments, using routes such as IV, SQ, PO, and IM.
- Placing IV catheters in animals, assuring that they are maintained, and having complete knowledge of the infusion pumps.
- Monitoring and caring for hospitalized or surgical patients. Keeping animals comfortable and clean.
- Performing duties associated with anesthesia including:
 - Preparing animals for surgery (clip/scrub)
 - Induction
 - Intubation
 - Maintenance of gas anesthesia
 - Monitoring animals using monitoring equipment
 - Extubating
 - 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 full understanding of commonly used abbreviations like BID, OU, and q24h.
 - Filling prescriptions and printing labels.
 - Responsible for reporting controlled substance prescriptions to MAPS.
- Anesthesia, surgery, and dental knowledge:
 - Knowledge of anesthetic machines and lines.
 - Prepping anesthetic machines and exhaust before surgery.
 - Responsible for entering patient information into dental x-ray & ultrasound.
 - Knowledge and understanding of sterile technique
 - Ability to scrub in and assist the doctor in surgery if needed
 - Responsible for procedure records including the Sx SOAP, anesthesia log, and dental chart.
 - Knowledge of surgery packs and proper identification of instruments for each pack.
 - Knowledge and troubleshooting of ultrasonic cleaner, instrument milk, and autoclave.
 - Knowledge to utilize the autoclave sterilizer.
 - Performing proper dental cleaning, charting, and radiographs.
 - Knowledge of types & doses of anesthetic drugs. Can assist doctors in calculating anesthesia for upcoming procedures.
- Performing proper and safe radiographic technique and positioning.
- Knowledge of Stat care:
 - Knows where to find the crash kit & emergency dose chart

- Can help perform CPR
- Knows proper steps to stabilize a critical patient
- Understands the equipment utilized in an emergency to have it set up quickly
- Performing laboratory work including:
 - Parasite screens
 - Urinalysis
 - Blood slides
 - Utilizing in-house laboratory equipment
 - Skin and ear cytology
 - Skin scrapings
 - Ear mite id
 - Plating samples for incubation
- Complete knowledge of individual reference labs:
 - What samples go to which lab and why.
 - What supplies the doctor will need for specific tests to have them ready.
 - How to correctly package & send the sample.
 - Ultimately responsible for ensuring the sample is handled and sent appropriately.
- +/- Ability to troubleshoot and maintain hospital equipment.
- Knowledge and utilization of the reorder system for inventory and supplies.
- 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 members.