

## Registered Veterinary Technician Job Description

The registered 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.

The technician is routinely entrusted with patient assessments, anesthesia, procedures, and treatments. The technician must be a detail oriented person who can make good decisions, respond quickly and calmly to crises, and maintain high standards of patient care. Technicians need to communicate clearly with the doctor’s, other hospital personnel, and clients to ensure that patients receive the care that they need.

Technicians should enjoy working with diverse people and animals and be friendly and flexible in the face of varying expectations from clients and co-workers. A technician’s focus is ever changing according to the priority of the moment. This often requires significant multi-tasking and creative thinking ability. Technicians must remain calm and collected in the face of emergency situations in order to lead others through the tasks that must be accomplished.

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 the clients. Excellent client communication skills and a commitment to outstanding client service are essential.

Technicians provide training, supervision, and leadership for other members of the pet health care team. Strong interpersonal skills and the ability to set a good example, promote a positive work environment, and provide direction and motivation to co-workers are important aspects of the position. Registered technicians should know and be able to perform and teach all tasks covered in the Doctor’s Assistant and Animal Care Assistant job descriptions as well as this job description.

### Education and Essential Qualifications

- Technicians must be graduates of an AVMA accredited training school or program. They must be licensed with the state of Missouri and must complete all requirements to maintain their licensure.
- Employees must be responsible to work the schedule they are assigned. Excessive tardiness or truancy is disruptive to patient care and client service and can not be accommodated.
- All employees must be able to read, write legibly, and communicate clearly in English both in person and on the telephone. Employees must have good oral and written communication skills including the ability to listen, talk, write, type, and otherwise communicate with professionalism and tact. Proper grammar, spelling, and punctuation are expected.
- Basic computer literacy including the ability to type on a computer keyboard, use a computer mouse, and view information on a computer screen is required.
- Must be able to read a street map and give directions to the practice.
- Employees must have the physical strength and ability to lift and carry a pet or other object weighing up to 50 pounds without assistance. Must be able to assist in lifting patients or other objects weighing more than 50 pounds.
- Must be able to work energetically for the entire assigned shift, sometimes exceeding 9 – 10 hours per day. The shift does not end until all duties are completed for the day or until a doctor or other supervisor dismisses the staff. Physical exertion will include repetitive standing, walking, stooping, bending, twisting, and lifting. Must be able to grasp, hold, and manipulate objects varying from small and fine to large and heavy with both hands.
- Technicians must be able to safely and competently operate equipment pertinent to carrying out their duties, including but not limited to laboratory equipment, anesthesia and dental equipment, and the xray machine and processor.
- Technicians must physically hold and restrain pets who may struggle, scratch, or try to bite. This requires the emotional ability to remain calm and compassionate with animals who are reacting to fear and/or pain and the physical strength, dexterity, and reflexes to keep the pet, themselves, and other doctors or staff safe.
- Technicians must be able to view physical symptoms or medical problems, read medical instruments, and follow handwritten instructions.

- Technicians must be able to respond and quickly react to frequent auditory signals, warnings, or communication from other staff, animals, or medical equipment.
- Technicians must be able to make independent decisions, recall many facts and figures from memory, and solve complex problems.

## General Job Requirements

- Read and comply with the policies of the Blue Springs Animal Hospital Employee Handbook
- Follow all hospital standard procedures and protocols, both current and future, as contained within the training manuals or as written or communicated by doctors or other supervisory staff
- Carry out all duties in a professional and courteous manner and remain respectful and polite in speech, tone, and actions under all circumstances
- Complete the employee training check lists and participate in performance reviews as requested
- Be teachable and accept performance critiques positively as a means to learn and grow
- Remain flexible and willing to implement new or changing procedures in the future
- Always be in position and ready to work promptly at the start of each scheduled shift
- Hourly employees must maintain accurate records of time worked by clocking in and out for each shift. Must track hours worked per week and inform a supervisor if extended shifts will result in over time.
- Maintain a groomed and neat professional appearance while at work, including a clean and unwrinkled uniform and a name tag.
- Every staff member is responsible to maintain the cleanliness and sanitary condition of the entire hospital, including the parking lot, side walks, and entries. Trash, urine, feces, blood or other such things should be cleaned and sanitized immediately.
- Employees of a veterinary hospital will encounter stressful situations including but not limited to emotional clients, pet emergencies, and managing multiple priorities at once. All staff members must be able to manage stress in order to carry out the duties of the job in a calm and professional manner.
- Employees will interact with many types of pets and should not be overly fearful of unfamiliar animals. All pets must be treated with kindness and respect at all times.
- Follow OSHA standards and be familiar with Material Data Safety Sheets. Occupational hazards may include but are not limited to animal bite or scratch wounds and exposure to x-rays, anesthetic gases, CO2 Laser, caustic or toxic materials, and zoonotic diseases. Employees must follow all safety guidelines contained in the employee handbook and posted in hazardous areas.
- Inform the Hospital Manager or a Doctor immediately of all bite or deep 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 with surgical scrub.
- Remain productive during slow times by seeking additional duties such as cleaning, stocking, or other tasks. Ask your team coordinator or the hospital administrator for ideas.
- Learn and use BSAH language and abbreviations for describing common services
- Be willing to volunteer for various office management tasks or other duties that may be reasonably assigned from time to time
- Run miscellaneous errands if requested by a doctor or supervisor
- Attend staff and team meetings; provide advance written notice to the hospital manager if a meeting will be missed; retrieve and study notes from any missed meetings and ask for clarification if anything from the meeting is unclear
- Train other staff members or new employees in the skills listed on the doctor's assistant, Animal Care Assistant, and Technician job descriptions or in the training manuals
- Attend continuing education opportunities as requested
- Follow established security protocols including locking and setting the alarm to ensure the safety and security of patients, staff, and the facility.
- Use your own password identification to enter the practice-management software and your own unique initials on all paperwork, treatment sheets, etc to signify your work
- Maintain a pleasant and cooperative attitude toward co-workers. Be willing to help any staff member with a task if requested.
- Maintain confidentiality regarding clients, patients, medical and financial records, and hospital procedures, policies, and protocols.
- Maintain and project a positive attitude about the hospital, clients, patients, and co-workers. Avoid gossiping, condemning, judging, and making negative comments or participating in such discussions. Negative feelings or concerns should be discussed with the team coordinator or Hospital Administrator. Instead of complaining about problems, strive to be part of the solution.

## Client Education & Service

Our goal when a client walks in the door is to WOW them with our friendly, professional service. Constantly be looking for ways to creatively accomplish this goal. The following tasks are the bare minimum in providing good customer service:

- Smile, make direct eye contact, and project a polite, friendly demeanor during all client interactions
- Strive during the course of every client interaction to give a sincere complement or say something nice about them or their pet or children.
- Educate clients about common problems such as fleas, heartworm tests and preventatives, fecal tests and parasites, impacted anal glands, feline leukemia testing and prevention, and common behavior problems such as house training, chewing, etc.
- Explain vaccinations, wellness care, and spay/neuter/declaw recommendations.
- Become reasonably familiar with dog and cat breeds and coat colors. Know and be able to communicate which species of pets are treated by our hospital.
- Be able to communicate and enforce the hospital's payment, held check, care credit, and finance charge policies with poise and tact.
- Give price quotes by explaining the services contained in standard estimates and educating the client about the value of following the recommendations.
- Communicate the information in the new kitten and new puppy handouts.
- Explain and answer questions about routine surgeries and proper surgery aftercare.
- Listen actively and convey concern, empathy, and compassion to clients.
- Be patient, polite, and compassionate with a client who is emotional or discourteous.
- Be familiar with responses for client complaints or comments regarding their bill or their service. Immediately remove loudly complaining or angry clients to a private area where they may speak with a supervisor or doctor. Our goal is to listen, communicate, and make the client happy.
- Give progress reports on hospitalized patients as directed by the doctor.
- Know how to access and navigate the Internet to find veterinary websites and access information for clients. (Internet use should be limited to valid professional purposes only during work hours)
- Be familiar with the practice's website and direct clients there for more information on relevant topics or to download forms and estimates
- Convey information in an accurate and professional way between the doctor and the client when the doctor is unavailable to speak with the client directly
- Recognize the limits of your knowledge. If you are not absolutely confident that you know the answer to a client's question, do not answer it. Ask another staff member for help.
- Teach clients to administer oral, eye, and ear medications and to give subcutaneous injections or fluids.
- Make notes in patient files or the computer record of all relevant phone or in-person conversations with clients. Initial all entries.

## Telephone Skills

- Assist the receptionists as needed to answer the telephones by the 3<sup>rd</sup> ring in a courteous and friendly manner.
- Phones should be answered "Blue Springs Animal Hospital & Pet Resort. This is \_\_\_\_\_, how may I help you?"
- If a call must be placed on hold, ask for the callers permission: "Can you hold, please?"
- Callers should not be left on hold without checking back with them for more than 2 minutes. The phone will start to beep after the caller has been on hold for 1 minute.
- Smile while answering and talking on the phone to enhance the friendly quality of your voice.
- Use the caller and pet's name in conversations to personalize the interaction
- Learn and be able to efficiently use the telephone system features such as hold, paging, and voice mail.
- Respond to client phone inquires and medical questions when possible; make an appointment or refer question to doctor if it is beyond your training or knowledge
- Become familiar with our products, services, recommendations, and standard estimates in order to convey value when communicating fee estimates to clients or potential clients
- Politely ask the client if they would like to schedule an appointment after giving a fee estimate or if a pet needs to be seen by a doctor
- Schedule appointments for the hospital and pet resort boarding and grooming
- Be able to recognize if a caller has an emergency situation and respond appropriately. If in doubt, ask. Real emergencies should be directed to come to the hospital immediately. Non-emergencies should be scheduled an appointment as soon as possible.
- Callers requesting to speak with a doctor must be politely and professionally identified so they may be properly routed. Learn and follow the procedure for how different types of calls should be handled.
- Staff must always respond positively to any caller who wishes for their pet to be seen. Staff members may not direct callers to the emergency clinic or another hospital due to closing time, a full schedule, etc. Check with the doctor for instructions if the schedule is full or the caller can not arrive prior to closing time.
- Do doctor's callback list to check up on previously treated patients.

- Assist doctor with routine lab call backs as requested.

## **Exam Rooms, Laboratory, & Pharmacy**

- Evaluate the schedule for the day to anticipate patient arrivals and efficiently plan tasks around the day's schedule. Anticipate what will be needed for appointments and do everything you can to set up and assist the doctors and assistants during the day
- Monitor the schedule and keep clients informed of expected waiting time if a doctor is behind schedule. Assist with appointments or work-ups to maintain the doctor's timely flow of appointments
- Smile, make direct eye contact, and greet clients and patients by name in a friendly and professional way, making them feel welcome and comfortable.
- If the pet's temperament allows, you should touch and talk to the pet within 5 seconds of greeting the client. Make every client and pet feel cared for and special.
- Assist clients into and out of the exam room by holding doors, helping with rambunctious pets or children, and carrying things when needed.
- Assist clients with unruly or unrestrained pets. Ensure that all dogs are leashed and that cats and smaller pets are caged. Isolate aggressive pets. Request assistance as needed.
- Assess emergency situations and begin necessary treatments while a doctor is notified. Assure the client the doctor will treat the pet and then speak with them as soon as possible.
- Recognize patients with contagious or potentially contagious diseases (coughing dogs, sneezing cats, puppies with bad diarrhea) and follow isolation procedures including escorting them immediately to an exam room.
- Assess patient needs and make recommendations for health care services and products in a way that educates and communicates value to the client
- Fill controlled substance prescriptions and other prescriptions following standard protocols. Check the pharmacy voice mail box often and prepare prescriptions and paperwork in a timely fashion.
- Discuss and answer questions regarding administration or application of medications and products and potential side effects with owners as directed by doctors.
- Collect specimens such as stool samples, voided urine, ear swabs for analysis, and blood samples for heartworm tests, senior health plans, and feline leukemia tests.
- Obtain samples and perform laboratory analysis including hematology, blood chemistry, urinalysis, fecals, ear discharge analysis, skin scrapings, cytology prep, Gram stains, fungal cultures, FLT, parvo, culture & sensitivity, etc.
- Prepare and submit lab work to outside labs as needed
- Perform outpatient procedures such as nail trims, expressing anal glands, suture removals, taking temperatures, cleaning ears, clipping and cleaning hotspots and minor wounds, etc.
- Invoice services, medications, pet foods, and supplies. Look for opportunities to educate clients regarding our products and services and guide their buying decisions.
- Update client/patient records including contact information, reminders, and follow ups.
- Clean and freshen exam rooms and the lab area as needed throughout the day
- Help receptionists process paperwork and admit or discharge patients
- Be able to complete new client or new patient paperwork and enter them into the computer if a client is late or a receptionist is unavailable
- Understand the medical record filing system. Become familiar with all the places in the hospital a medical record may be stored in order to retrieve it when needed.
- Be able to complete an invoice and take all forms of payment including a held check in the event a receptionist is not available
- Maintain laboratory equipment and supplies. Maintain quality control by running control samples and periodically testing in-house results against results from an outside laboratory.
- Maintain controlled substance and laboratory log books
- Maintain lab, exam room, pharmacy, and front shelf inventory
- Make sure Closing Checklist is completed with the help of the assistants

## **Hospital, Surgery and Bathing Admissions and Discharges**

- Know and be able to communicate the health requirements for pets to be admitted to the Hospital or Pet Resort.
- Be prepared to collect history, initially examine, and admit drop offs, boarders, baths, shelter pets, strays, etc. Admitting such patients should include a preliminary physical exam and assessment of any services the patient may need (such as vaccinations, or a dental while boarding) and recommendations of such to the client. Recognize symptoms of a critical illness or condition that needs immediate treatment and begin initial emergency treatment while a doctor is notified.
- Admit surgical patients, including performing a preliminary physical examination for things like retained baby teeth, hernias, cryptorchidism, periodontal disease, in heat females, ear infections, external parasites, etc. Be able to explain and answer questions regarding the procedure and obtain a signed estimate and consent. Recommend everything the pet needs including wellness care and laboratory testing and offer and explain optional services like IV fluids and Laser surgery.

- Recognize patients with contagious or potentially contagious diseases (coughing dogs, sneezing cats, puppies with bad diarrhea) and follow isolation procedures including escorting them immediately to an exam room and having them examined by a doctor prior to admitting them to the hospital or pet resort areas where they may have contact with other pets.
- Ensure that all admission paperwork such as drop off forms and surgical releases have been completed and that the pets are current on health requirements. Note and follow through on any special instructions given by the client.
- Take custody of pets from clients. Restrain dogs with the practice's leashes and return the client's leash to the client. Label and properly store food, toys or other belongs staying with the pet.
- Process paperwork and admit pets for drop off appointments, surgery, or bathing according to standard procedures. Make sure every pet is identified and is written on the treatment board.
- Prepare patients for discharge. Prior to discharge, remove patients' catheters and make sure they are clean and free of body fluids, excrement, or odors. Notify a doctor if the pet has any problems for which the discharge may need to be reconsidered or delayed.
- Communicate discharge instructions for surgery or hospitalized patients and make sure they go home with all medications, products, and personal items

## **Clinical Duties and Patient Care**

- Obtain blood samples from the cephalic, saphenous, and jugular veins
- Administer oral medications and SQ, IM, and IV injections
- IV catheter placement; set up and maintenance of IV fluid lines and pumps
- Nasal intubation and O<sub>2</sub> set up
- Obtain and administer whole blood or plasma transfusions
- Perform emergency procedures including shock assessment and initiation of treatment, control of hemorrhage, establishing an airway by intubation and providing ventilation with O<sub>2</sub>, performing external cardiac massage, applying temporary bandages or splints, and clipping and cleaning wounds or burns
- Obtain ECG readings for Cardiopet
- Take, develop, and evaluate proper positioning and exposure of radiographs
- Perform treatments as directed on hospitalized patients including monitoring, administering medications, assisted feeding, glucose curves and insulin injections, follow-up care on surgical patients in the hospital, and other duties as directed by the doctor
- Monitor patients for vomit, blood, urine, and feces in the cage, and clean patients and cages as needed. Note incidents on treatment sheets or charts.
- Monitor changes in patients' conditions. Alert doctors to significant changes.

## **Anesthesia and Surgical Assistance**

- Set up and maintain equipment including blood pressure monitors, IV fluid pumps, suction unit, endoscope, laparoscope, surgical instruments, etc.
- Understand aseptic principles and apply them to surgical patients, instruments, equipment, and rooms.
- Check and maintain O<sub>2</sub> machines and anesthetic equipment
- Properly calculate medication dosages and volumes of liquids or tablets to be administered to patients.
- Administer pre and post operative pain and anti-inflammatory medication to all surgery patients per established hospital protocols
- Administer injectable and gas anesthesia according to standard hospital protocols
- Perform endotracheal intubation for administration of gas anesthesia. Know the volume of air that should be used to inflate various-sized cuffs to pressure levels that prevent leakage without traumatizing tracheas.
- Place and maintain IV catheters during surgery so fluids flow freely; flush and clean as needed.
- Monitor anesthetized patients by observation and with proper application and use of monitoring equipment including blood pressure and respiratory monitors.
- Monitor and regulate patient temperatures by using heated tables, pads, water bottles, and wrapping patients in blankets and towels
- Maintain surgery and controlled substances logs. Keep controlled drugs secured to meet Drug Enforcement Agency and state board specifications.
- Prepare patients for surgery. Clip surgical fields with straight margins. Minimize tissue trauma. Properly scrub and prepare surgical fields. Maintain clean fields when moving patients. Properly position and align patients for surgery.
- Perform ancillary procedures as needed including antibiotic injections, vaccinations, x-rays, ear cleaning, and nail trims while surgical patient is prepped or during recovery
- Anticipate what the doctor will need and set up supplies and equipment for procedures. Know the names of instruments and where they are stored.
- Assist doctor in surgery as directed
- Properly scrub hands and arms for surgical cleanliness, and aseptically gown and glove yourself when called to assist or "scrub in" to assist the doctor with a surgery procedure

- Stimulate and care for puppies and kittens removed by cesarean section.
- Monitor patients during post-operative recovery including extubation, pain control, and preparation for discharge or hospitalization/boarding
- Clean, prepare, and sterilize gowns, packs, and other surgical equipment
- Perform routine dental exams, scaling, and polishing; recognize and bring to doctor's attention any abnormalities, such as diseased teeth that need extraction, oral-nasal fistulas, or oral tumors
- Complete and invoice dental and surgical records
- Answer client questions and phone inquiries regarding surgery patients
- Clean and stock surgery and treatment areas; complete and initial the Surgery Closing Checklist
- Maintain surgery and treatment inventory. Regularly check for outdated supplies and drugs.
- Be sufficiently familiar with the anesthetic machines to operate and perform routine maintenance.
- Properly clean, handle, maintain, and store all endoscopic equipment.

**Staff Training**

- Technicians must be able to perform, teach, and supervise all the duties of a doctor's assistant as described in the Doctor's Assistant Job Description. Technicians are sometimes scheduled to work as a doctor's assistant and should be able to fill that position as needed.
- Assist in training and supervision of technician student interns and new technicians
- Provide leadership for tasks in a professional and personable way for non-licensed staff
- Promote a positive attitude among the staff and demonstrate a commitment to the mission of the hospital

Employees are expected to act in the best interest of the hospital, even if doing so requires actions or responsibilities not specifically listed in the job description.

The job description is subject to addition, subtraction, or revision by management as needed.

Worker Status for Payroll Over Time Considerations: Non-Exempt

I have read and understand the qualifications and requirements for the job I am accepting at Blue Springs Animal Hospital and Pet Resort. By signing below I testify that I have the educational qualifications and can perform the essential tasks described in the job description. Furthermore, I believe that I have the knowledge, experience, and aptitude to learn and proficiently perform every task listed in the job description.

I understand that the signing of this job description does not in any way create or constitute an employment contract or change my "at will" employment status under Missouri laws.

Date: \_\_\_\_\_ Employee Signature: \_\_\_\_\_