



VETERINARY TECHNICIAN ASSISTANT

Detailed Job Description

As a veterinary technician assistant you must have a basic knowledge of veterinary medicine and animal husbandry. Veterinary assistants must be able to successfully divide their time between assisting the veterinary technicians, veterinary receptionists and veterinarians. Their primary responsibilities include patient care and assisting the veterinary technician as needed; surgical instrument and dental insure care and wrapping and machine care; basic laboratory procedures; some basic treatments and inventory.

Veterinary technician assistants must build positive professional relationships with clients and other team members. Veterinary technician assistants should have completed or be in the process of completing their high school diplomas and must pursue significant on---the---job training.

At Harmony Veterinary Center, veterinary technician assistants must also deliver excellent client service, communication and satisfaction and advanced and compassionate nursing care.

The Mission of Harmony Veterinary Center is to “Enrich the Lives of Pets and People.” At Harmony Veterinary Center, we believe that the following are absolutely necessary for every team member to deliver to every client, every time:

- **Friendly Greeting;** immediately greet clients in a friendly and over---the---top manner; use the client’s and/or pet’s name in the greeting; bond with the client and effectively make small talk
- **Prompt Service;** offer service to the client as soon and as efficiently as possible; maintain efficiency in all aspects of client service
- **Advanced and Compassionate Care;** offer advanced and compassionate care as instructed by the responsible veterinarian; offer compassion and empathy to all clients and patients at all times
- **Clear Recommendations;** make clear recommendations as instructed by the responsible veterinarian and based on Harmony Veterinary Center’s recommendations for canine and feline health and wellness care
- **Effective Communication;** effectively communicate the value of our services and provide recommended treatment plans and any other important information clearly and concisely to the client
- **Seamless Checkout;** all charges are to be immediately and thoroughly entered into the patient’s medical record; all clients should be escorted to the reception area for the next available receptionist to check out



- **Follow---Up Care**; every client should receive a follow---up call after their appointment; examples of follow up calls include post vaccination, labwork results, post anesthesia and any medical concerns
- **Professionalism**; Every team member contributes to the professional reputation of the practice and is expected to exhibit core competencies and qualities expected of a professional.
- **Servant Leadership**; a servant-leader focuses primarily on the growth and well-being of people and the communities to which they belong. Servant leadership seeks to involve others in decision making, is strongly based in ethical and caring behavior, that enhances the growth of the human animal bond while improving the caring and quality of life for the pet, the client and the practice.
- **Adherence to the Vision and Values** of Harmony Veterinary Center to Enrich the Lives of Pets and People

DUTIES, RESPONSIBILITIES AND SKILLS:

General Knowledge:

- Know and understand the range of services our practice provides and be familiar with the species we treat, including breeds and coat colors
- Follow OSHA standards and be able to find the *Material Safety Data Sheets (MSDS) Books* and *Harmony Veterinary Center's OSHA Book* quickly
- Know and use proper medical terminology and abbreviations when speaking and writing
- Competently speak and write the English language

General Tasks:

- Always arrive 10 minutes before scheduled time to work so that you will be in position and prepared to work at the start of each scheduled shift and maintain accurate personal time cards; clock out for any breaks, and take scheduled lunches
- Be willing and available to stay late or through breaks, when needed, to assist with emergency or critical--- care patients
- Enter the practice through the front door, so that you see what clients see; pick up trash or feces from the parking lot, sidewalks, or entryway, as needed
- Maintain a professional appearance while at work, including matching, clean and non---wrinkled uniforms
- Change clothes during shifts as necessary to look professional and avoid carrying odors
- Promote a positive attitude among staff; smile and maintain an even, friendly demeanor while on the job and handle stress and pressure with poise and tact
- Perform job tasks efficiently and effectively without rushing; be detail oriented and exact
- Show respect for clients, team members, and animals (alive or deceased) at all times



- Have the physical strength and ability to stand for an entire shift when needed; be able to lift pets and objects weighing up to 40 pounds without assistance and ask for assistance in lifting patients weighing more than 40 pounds
- Maintain a list of tasks and engage in productive work, such as cleaning and organizing or completing a task in your area of responsibility during slow periods
- Assist other employees as needed; avoid waiting for coworkers to ask for assistance; always ask *“how can I help you?”* or *“what do you need help with?”*
- Participate in your performance appraisal, and, as requested, in those of others
- Participate in all team meetings and training meetings
- Keep up with new developments in the field by reading journals and attending continuing education; attend off-site CE as required by the practice manager
- Maintain constant vigilance regarding open doorways that could allow pets to escape from the facility and always use hospital slip leads when escorting pets --- never rely on client’s leash
- Maintain strict confidentiality regarding clients and patients for whom the practice provides veterinary services and always record client services, communications and conversations
- Be prepared to handle any pet or facility emergency that may arise, including dog or cat fights, choking or strangulating animals, and facility fire or weather-related emergencies; be prepared to follow the OSHA emergency action and/or contingency plans
- Follow established facility closing procedures to ensure the security of patients, staff, data, revenue, inventory, and the building

Patient Care Tasks:

- Possess sufficient strength and assertiveness to effectively restrain patients and ensure the safety of clients, veterinarians and other team members, as well as the safety of the pet; recognize aggressive patient and use muzzles and other protective equipment, as needed
- Draw up vaccines and/or injections for administration; dispose of used needles and syringes and other sharp objects as set forth by the practice’s policy and OSHA standards
- Use the tech sheet located in the chart, keep a small notebook in your pocket to record accurate instructions, particularly regarding the preparation and administering medications to be dispensed or treatments performed
- Inform the practice manager or doctors immediately of all bite/scratch wounds or any other injuries 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
- If a client is bitten or scratched by their pet, inform the practice manager or responsible veterinarian and advise the client to clean all wounds quickly and thoroughly; provide a self aid kit for the client to use
- Clean and straighten exam rooms after every patient visit to prepare for incoming patients---use



disinfectant on exam tables, remove sources of offensive odors, empty trash if needed; check floors, walls, doors, and counters, and sweep or clean them as needed

Nursing Care Tasks:

Basic and Environmental Tasks:

- Prioritize tasks to maximize clients' satisfaction and patients' health
- Maximize patients' comfort with a gentle and reassuring manner; understand that actions that would constitute animal cruelty under state and/or local laws and the practice's policy will be grounds for immediate reprimand and/or termination
- Monitor patients' behaviors and note potentially aggressive behaviors; use caution when handling aggressive or potentially aggressive pets--- request assistance when needed
- Complete and update IOR (Ingredients for Optimal Recovery) and computer notes three to four times daily--- mark off treatments performed and medications given; use warning ink stamp (red paw print) to indicate aggressive behavior on cage cards, IORs, physical records (charts) and an alert on computer records as appropriate
- Monitor changes in patients' conditions and alert doctors to significant changes
- Monitor patients for vomit, blood, urine, and feces in the cage, and clean patients and cages as needed; note this on the IOR (Ingredients for Optimal Recovery) and in the computer
- Provide patients with clean, soft bedding twice daily when performing treatments and clean cages as needed when soiled; change litter boxes as needed, at least twice daily
- Wash, dry, and store bedding and towels in the treatment area as needed
- Walk dogs on a double leash in the exercise area; ensure that they are restrained and under your control at all times; never walk more than one at a time; never use the client's leash, always use a slip lead
- Follow isolation procedures; prevent contact between contagious animals and other patients; using the designated products and dilutions for disinfectants, properly disinfect your shoes, hands, and clothing before leaving isolation areas
- Walk isolation patients only when necessary and clean up after them immediately
- Before leaving for the end of the day, always ask the doctor you are working with or other team members if there is anything else that they need for the day

Technical Tasks:

General Technical Tasks:

- Restrain pets in a manner that allows necessary work to be performed, minimizes patient stress, and ensures their safety and that of other people; safely and effectively apply and use restraint devices, including muzzles, towels, gloves, and cat bags



Laboratory Tasks:

- Understand the paperwork and procedures of outside laboratories, including Antech, Idexx, Zoetis Colorado State University, VARL, Kansas State Rabies Laboratory, Michigan State University, Texas A&M etc, used by the practice; fill out the paperwork appropriately and use the correct tubes for samples
- Maintain all laboratory equipment including centrifuges, microscopes, and chemistry analyzers;
- Utilize *Harmony Veterinary Center's Laboratory Reference and Protocol Book*
- Maintain stains and other supplies to ensure the best results and prevent contamination of stains; replace stains when ineffective or contaminated
- Use proper stain techniques to maximize the diagnostic capability of prepared slides: fine needle aspirates, vaginal cytologies, fecal cytologies, ear cytologies, skin cytologies and scotch tape preps; have a veterinary technician microscopically examine the sample in a timely manner
- Obtain fecal samples, prepare for centrifugation; have a veterinary technician microscopically examine the sample in a timely manner
- Obtain fecal samples, prepare direct smear using saline or iodine; have a veterinary technician microscopically examine the sample in a timely manner
- Perform partial urinalysis--- physical exam, dipstick, specific gravity and centrifugation; have a veterinary technician microscopically examine the sample in a timely manner
- Complete routine ELISA snap tests, such as HW 3dx, feline FIV/FeLV, giardia and parvovirus tests; understand how to interpret results and save all positive test results for review by the veterinary technician and/or responsible veterinarian
- Understand how to use the in---house blood machines and prepare samples to be run; present results to the responsible veterinary technician and/or responsible veterinarian

Radiology Tasks:

- Maintain radiographic, developing, and shielding equipment to maximize patients' and employees' safety; record maintenance data per OSHA standards and state laws
- Maintain a radiograph log book that complies with AAHA standards and/or state laws
- Ensure that x---rays show dates and the practice's, clients', and patients' names, and that these are impregnated on the radiograph film as required by state boards or standards of veterinary practice
- Understand radiology software, computer and digital radiograph machine and use appropriately--- understand how to use our computer database; know how to add patients and clients into our database; know how to look up patient radiographs, add patients and clients into our database; understand how to load and expose radiographs into our digital system
- Know how to use the radiograph computer database, including how to find and finalize radiographs; know how to email radiographs to a specialist and/or Antech Radiology consult



Radiology Tasks Continued:

- Understand the radiograph filing system; properly label and file films from patient's records from previous veterinary facilities
- Minimize radiation hazards; use protective equipment and wear exposure badges during radiographic exposures for both body and dental; adjust machine settings to correct technique failures
- Develop, use, adjust, and maintain a radiograph technique chart that minimizes waste caused by erroneous exposures; consistently use right and left markers
- Properly measure patients for effective translation to radiograph machine settings
- Position patients to obtain diagnostic---quality radiographs of skeletal anatomy, internal organs, superficial lesions, or extremities

Emergency Care Tasks:

- Know where to find the emergency drug kit located in the treatment area; make sure products have not expired and understand the basic uses for these drugs
- Know where to find the Fire Extinguishers, Eye Rinse, Emergency Alarms, Self Aid Kit, OSHA Spill Kit, MSDS Sheets, *Harmony Veterinary Center's OSHA Book*
- Know and understand *Harmony Veterinary Center's Emergency Evacuation Plan*

Anesthetic Tasks:

- Be sufficiently familiar with the anesthetic machines to operate, maintain, and troubleshoot them--- routinely check soda---lime, maintenance team will record dates of soda---lime changes on the machines, maintenance will record dates of soda---lime changes on the machines; check anesthetic hoses for leaks and internal contaminants; ensure that the anesthetic scavenging system is functional and pressure check the anesthesia machines at the start of every day; ensure that the scavenger unit for anesthetic waste gases and that the oxygen is turned on at the beginning of the day and off at the end of the day
- Understand the differences between closed--- and open---circuit administration of anesthetic agents, adjustments needed for oxygen flow rates, and anesthetic percentages used; understand the alarm on the anesthetic system and how to properly use the pop---off valve
- Regularly check the level of inhalant anesthetic in vaporizers; add anesthetic, as needed
- Check pressures in oxygen tanks regularly and replace tanks at appropriate times; check regularly for leaks in oxygen hoses and couplings
- Connect oxygen tanks to anesthetic machines without damaging gaskets; maintain spare gaskets and replace them if they are damaged
- Test endotracheal tubes at the time of cleaning and before using--- check for mucous plugs, tears, holes and leaks; make sure the cuffs are patent and in working order and replace them if needed; this should be performed prior to using for any anesthetized patient and during cleaning



Surgical Tasks:

- Know the names of instruments, how to wrap surgical packs and where they are stored
- Assist surgeons with aseptic gowning and gloving, have all personal protective equipment set out for the doctor: cap, masks, gowns and gloves.
- Prepare the surgery suite for incoming patients--- set up equipment and surgical packs at the end of every night to prepare for the next day

Dental Tasks:

- Know the names of surgical and dental instruments and the storage locations
- Prepare the dental suite for incoming patients--- set up equipment and surgical packs at the end of every night to prepare for the next day

Surgical Cleaning Tasks:

- Locate and maintain equipment; record any maintenance issues in the computer maintenance log; utilize *Harmony Veterinary Center's Surgical Protocol and Reference Manual* for instrument and equipment care, surgical packs and further information
- Clean the surgery suite, treatment area and recovery area and equipment, including tables, floors, anesthesia machines and IV fluid pumps, as needed; prepare surgery suite for the next day--- set up equipment and surgical packs, as needed
- Wash, ultrasonically clean, lubricate, wrap and sterilize surgical instruments and packs, as needed--- utilize the *Harmony Veterinary Center's Surgical Protocol and Reference Manual* to ensure that the packs contain the proper instruments and are correctly labeled, as needed
- Operate, maintain and clean the autoclave, as needed
- Wash and store endotracheal tubes--- check for mucous plugs, tears and holes, every time they are used
- Dispose of used needles and syringes and other sharp objects as set forth by the practice's policy and OSHA standards; do not reuse syringes or needles for any reason

Inventory---Management Tasks:

- Receive and stock supplies, matching invoices with packaged goods report all shortages, overages, and damaged goods to the practice manager or inventory team
- Ensure that medical supplies are always available and reordered at the proper reorder point
- Regularly check for expired supplies--- remove and replace them as instructed by the practice manager