Arizona CTE

VETERINARY ASSISTING, 51.0808.00

PERFORM SCHEDULING AND OTHER OFFICE FUNCTIONS VET.1.0	**1.1** Demonstrate proper appointment scheduling and make appointments (paper and electronic) VET.1.1
	1.2 Prepare appropriate forms and certificates for signature (e.g., rabies, sterilization, health) VET.1.2
	1.3 Demonstrate admission and discharge of patients VET.1.3
	1.4 Perform basic filing, retrieving, and maintenance of medical records (in accordance with AZ Veterinary Medical Examining Board, Administrative Rules. Article 5 Standards of Practice R3-11-502 Standards of Practice.L.) VET.1.4
	1.5 Demonstrate computer skills in relation to electronic health records VET.1.5
	1.6 Perform basic invoicing, billing, and payment on account procedures VET.1.6
	1.7 Answer and prioritize phone calls and accurately document communication VET.1.7
	1.8 Request records and information from other veterinary facilities VET.1.8
DEMONSTRATE EFFECTIVE COMMUNICATION AND CLIENT RELATIONS SKILLS VET.2.0	**2.1** Demonstrate appropriate verbal and nonverbal communication skills VET.2.1
	2.2 Demonstrate appropriate electronic communication with clients VET.2.2
	2.3 Identify and respect cultural differences VET.2.3
	2.4 Describe the steps and stages of the grief process VET.2.4
	2.5 Identify components of the medical record VET.2.5
	2.6 Identify and define commonly used root word, prefixes, and suffixes VET.2.6
	2.7 Identify and use commonly used medical abbreviations VET.2.7
	2.8 Ensure completeness of the medical record VET.2.8
	Maintain integrity and security of the medical record VET.2.9

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	2.10 Explain release of medical record requirements (in accordance with AZ Veterinary Medical Examining Board, Administrative Rules. Article 5 Standards of Practice R3-11-501 Ethical Standards.8.) VET.2.10
APPLY LEGAL, ETHICAL, AND PROFESSIONAL PRACTICES VET.3.0	**3.1** Distinguish between ethical and unethical conduct in a veterinary practice (in accordance with R3-11-501 1-5, 9 and ARS 32-2232), i.e., honesty, reliability, and integrity VET.3.1
	3.2 Explain the human-animal bond and its implications for veterinary practice VET.3.2
	3.3 Demonstrate appropriate professional appearance and language in the workplace VET.3.3
	3.4 Demonstrate appropriate use of electronic communication in the workplace (e.g., cell phone, text messaging, social networking, digital photography) VET.3.4
	3.5 Explain confidentiality issues, regulations, and requirements related to veterinary medicine VET.3.5
	3.6 Follow local, state, and federal laws and regulations as they apply to Veterinary Assistants VET.3.6
APPLY SANITATION AND SAFETY MEASURES VET.4.0	**4.1** Demonstrate knowledge of basic sanitation and disinfection techniques (in accordance with AZ Veterinary Medical Examining Board, Administrative Rules R311-101 26) VET.4.1
	4.2 Inventory and restock supplies VET.4.2
	4.3 Demonstrate knowledge of communicable and zoonotic diseases VET.4.3
	4.4 Use precautions according to OSHA and comply with hazardous labeling requirements VET.4.4
	4.5 Use proper hand hygiene according to CDC (Center for Disease Control) VET.4.5
	4.6 Don, remove, and discard PPE (personal protective equipment) according to standard procedure (e.g. gloves, gowns, masks, lab coats, goggles, and face shields) VET.4.6
	4.7 Explain isolation protocols and demonstrate isolation procedures VET.4.7
	4.8 Explain procedures for cleaning laboratory spills VET.4.8
	4.9 Handle and dispose of contaminated and hazardous items according to OSHA guidelines VET.4.9

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	4.10 Use fire and chemical safety protocols (e.g., SDSs (Safety Data Sheets) and the use of fire extinguishers) VET.4.10
	4.11 Describe evacuation plans used by various facilities and statewide alert codes VET.4.11
	4.12 Report unsafe conditions for self and others (e.g., electrical hazards, spillages, puddles on floor, fractious patients) VET.4.12
	4.13 Demonstrate proper body mechanics and lifting techniques VET.4.13
	4.14 Demonstrate radiation safety VET.4.14
	4.15 Demonstrate understanding of and maintain SDSs (Safety Data Sheets) VET.4.15
	4.16 Store, safely handle, and dispose of biological and therapeutic agents and sharps, pesticides, and hazardous waste VET.4.16
APPLY PRINCIPLES OF PHARMACY AND PHARMACOLOGY VET.5.0	**5.1** Defend the importance and explain legal implications of the veterinary-client-patient relationship (AZ Veterinary Medical Examining Board definition of VCPR. ARS 32-2201, 24 a-c) VET.5.1
	5.2 Recognize legal issues involving all controlled and non-controlled drugs (in accordance with Article 7 Dispensing of drugs and devices 32-2281, Article 8 Drug Dispensing R3-11-801 to R3-11-807. R3-11-502, K, controlled drug log. 32-1901 controlled/non-controlled) VET.5.2
	5.3 Compare and contrast types and groups of drugs and demonstrate proper terminology VET.5.3
	5.4 Differentiate prescription drugs from over-the-counter drugs and describe proper prescription label requirements VET.5.4
	5.5 Explain the importance of checking expiration dates VET.5.5
	5.6 Reconstitute vaccines and be familiar with proper protocols VET.5.6
	5.7 Describe possible routes and methods of drug and vaccine administration that the veterinarian or veterinary technician may choose VET.5.7
DEMONSTRATE EXAMINATION ROOM PROCEDURES VET.6.0	**6.1** Place and remove small animals from cages VET.6.1
	6.2 Place and restrain small animals on tables and floor VET.6.2
	6.3 Apply dog and cat safety muzzle VET.6.3
	Apply Elizabethan collar VET.6.4

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	6.5 Apply restraint pole VET.6.5
	6.6 Demonstrate standing, sitting, lateral, sternal, and dorsal restraint positions VET.6.6
	6.7 Recognize when to alter normal restraint for compromised patients in the exam room (e.g., ringworm, contagious diseases, ectoparasite infestation) and describe appropriate action or personnel to notify VET.6.7
	6.8 Restrain birds, rabbits, pocket pets, reptiles, and other exotics VET.6.8
	6.9 Restrain large animals (e.g., halter, tie, and lead horses; restrain cattle and horses; apply twitch; apply nose tongs/leads; restrain sheep and swine; load large animals) VET.6.9
	6.10 Determine and record temperature, pulse, respiration, mucous membrane color, CRT (capillary refill time), body condition score, and weight of patients VET.6.10
	6.11 Perform toenail trim on cats and dogs (birds and exotics optional) VET.6.11
	6.12 Express anal sacs using the external method VET.6.12
	6.13 Recognize AKC dog breeds and CFA cat breeds VET.6.13
	6.14 Identify the gender of small animal species, particularly felines VET.6.14
	6.15 Perform exam room grooming (e.g., trimming nails, external ear canal cleaning, sanitary trimming) VET.6.15
	6.16 Explain small animal nutritional requirements, pet food labeling standards, dry matter basis calculations, and the differences between pet food products VET.6.16
	6.17 Apply ear medication VET.6.17
	6.18 Apply eye medication VET.6.18
	6.19 Record an accurate history and report chief complaint VET.6.19
PERFORM PATIENT CARE VET.7.0	**7.1** Describe the roles and responsibilities of each member of the veterinary health team and the important part that each plays in the delivery of excellent care VET.7.1
	7.2 Perform routine record-keeping and observation of hospitalized patients (e.g., stress importance of notations made when cleaning and feeding) VET.7.2
	Monitor/restrain patients for fluid therapy VET.7.3
	Document and explain execution of patient treatment plan VET.7.4

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	7.5 Perform hand pilling for dogs and cats VET.V7.5
	7.6 Administer oral liquid medication to dogs and cats VET.7.6
	7.7 Perform IV catheter removal and apply pressure bandage VET.7.7
	7.8 Perform therapeutic bathing, basic grooming, and dipping of small animals VET.7.8
	7.9 Differentiate between normal and abnormal animal behavior (e.g., seizure, shock, irritability, fear, agnostic aggression) VET.7.9
	7.10 Recognize abnormal patient health status (e.g., ataxia, dyspnea) VET.7.10
	7.11 Recognize and respond appropriately to veterinary medical emergencies by notifying the appropriate hospital personnel VET.7.11
	7.12 Prepare food and prescription diets according to special dietary needs VET.7.12
	7.13 Provide care and maintenance of medical equipment and supplies (e.g., IV drip counter, water blanket, bedding) VET.7.13
	7.14 Compare and contrast bandage types and materials used for each (e.g., cast padding, stretch gauze, Telfa pad, self-adherent bandage wrap, medical tape, elastic tape) VET.7.14
	7.15 Explain the process of euthanasia and post mortem care (in accordance with 32-2240.01 Burial in Landfill, Licensed Crematory 32-2291-32-2296. AZ Vet Med Exam Board Administrative Rules Article 10 Animal Crematory Minimum standards R3-11-1001 to 1010. R311-502 Standards of Practice, F.) VET.7.15
ASSIST WITH SURGICAL PREPARATION AND PROCEDURES VET.8.0	**8.1** Prepare surgical equipment and supplies based on surgical procedure and veterinarian preferences VET.8.1
	8.2 Sterilize instruments and sanitize supplies using appropriate methods VET.8.2
	8.3 Operate and maintain autoclaves VET.8.3
	8.4 Identify common surgical instruments VET.8.4
	8.5 Identify common suture materials, types, and sizes VET.8.5
	8.6 Assist the veterinarian and/or veterinary technician with preparation of patients using aseptic technique VET.8.6
	8.7 Assist with positioning of surgical patients VET.8.7
	8.8 Aid the veterinarian and/or veterinary technician with physical monitoring of recovering surgical patients VET.8.8

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	8.9 Maintain the Surgical Log (in accordance with R311-502 Standards of Practice H. Anesthesia log - separate from controlled drug log) VET.8.9
	8.10 Maintain proper operating room conduct and asepsis VET.8.10
	8.11 Perform post-surgical cleanup VET.8.11
	8.12 Fold surgical gowns and drapes VET.8.12
	8.13 Maintain operating room sanitation and care VET.8.13
ASSIST WITH LABORATORY PROCEDURES AND PREPARE SPECIMENS VET.9.0	**9.1** Collect voided urine samples VET.9.1
	9.2 Determine physical properties of urine including color and clarity VET.9.2
	9.3 Assist in the collection of blood samples by providing restraint and supply preparation VET.9.3
	9.4 Compare and contrast common blood tubes used in veterinary medicine VET.9.4
	9.5 Collect voided fecal samples for examination VET.9.5
	9.6 Prepare fecal flotation solutions and set up fecal flotations and direct smears VET.9.6
	9.7 Describe necropsy procedures VET.9.7
	9.8 Explain procedures for handling rabies suspects and samples safely (Rabies suspects. Compendium of Animal Rabies Prevention and Control (Arizona Manual for Rabies Control and Bite Management azdhs.gov. Federal—cdc.gov)) VET.9.8
	9.9 Demonstrate appropriate procedure for disposal of deceased animals (Disposal of deceased animals Article 8, 32-22 in ARS, Minimum standards for animal crematories Rules R3-11-1001-1010, and R311- 701, 5. Defining adequate refrigeration for deceased) VET.9.9
	9.10 Identify external parasites (e.g., mites, lice, fleas, ticks) VET.9.10
	9.11 Assist in the preparation of various specimen staining techniques VET.9.11
	9.12 Compare and contrast preparation procedures of in-house lab vs reference lab sample submission VET.9.12
	9.13 Confirm all laboratory results are accurately recorded VET.9.13
	9.14 Maintain Laboratory Log VET.9.14
IDI STRUCTURE, FUNCTION,	**I** Identify structure and function of the Integumentary System VET.10.1

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AND COMMON DISEASES OF BODY SYSTEMS VET.10.0	**10.2** Identify structure and function of the Musculoskeletal System VET.10.2
	10.3 Identify structure and function of the Circulatory System VET.10.3
	10.4 Identify structure and function of the Respiratory System VET.10.4
	10.5 Identify structure and function of the Gastrointestinal System VET.10.5
	10.6 Identify structure and function of the Urinary System VET.10.6
	10.7 Identify structure and function of the Nervous System VET.10.7
	10.8 Identify structure and function of the Endocrine System VET.10.8
	10.9 Identify structure and function of the Reproductive System VET.10.9
	10.10 Identify structure and function of the Sensory System VET.10.10
	10.11 Identify structure and function of the Immune System VET.10.11
DESCRIBE PRINCIPLES OF RADIOLOGY AND ULTRASOUND IMAGING VET.11.0	**11.1** Describe procedures to assist the veterinarian and/or the veterinary technician in the completion of diagnostic radiographs and ultrasound including the restraint, preparation, and positioning of patients VET.11.1
	11.2 Explain quality control procedures related to radiation protection (Radiation protection. Arizona Radiation Regulatory Agency (ARRA). Article 4 Standards for Protection against Ionizing Radiation R12-1-401 to 409) VET.11.2
	11.3 Label, file, and store film and radiographs VET.11.3
	11.4 Demonstrate proper care of radiography equipment VET.11.4
	11.5 Demonstrate procedures for care and maintenance of film cassettes and screens (optional) VET.11.5
	11.6 Explain safety precautions for handling processing chemicals VET.11.6
	11.7 Process diagnostic radiographs using an automatic processor or digital processing VET.11.7
	11.8 Maintain X-ray Log (X-ray log. AZ Vet Med Examining Board Administrative Rules R311-502, M.) VET.11.8