Arizona CTE

VETERINARY ASSISTING, 51.0808.00 UPDATED 11/2020

PERFORM OFFICE FUNCTIONS VA1.0

1.1 Demonstrate appointment scheduling using paper and electronic methods (i.e., triage, type of appointment, office, doctor, and hospital schedules, etc.) VA1.1

1.2 Prepare appropriate forms and certificates for signature (e.g., rabies, sterilization, and health) VA1.2

1.3 Admit a patient (i.e., greet client, determine procedure, provide cost or estimate, use laymen or medical terminology as appropriate, etc.) VA1.3

1.4 Discharge a patient (i.e., include services performed, diagnosis, follow up of doctor's orders and future appointments, explain medications, clarify questions, assist to vehicle if necessary, etc.) VA1.4

1.5 File, retrieve, and maintain medical records in accordance with AZ Veterinary Medical Examining Board, Administrative Rules Article 5. Standards of Practice R3-11-502 Standards of Practice L. VA1.5

1.6 Use practice management software to maintain electronic health records for accuracy and security VA1.6

1.7 Follow office procedures for invoicing, billing, payment on account, and processing travel sheets VA1.7

1.8 Answer, prioritize, and accurately document phone calls VA1.8

1.9 Request records and information from other veterinary facilities VA1.9

1.10 Identify and describe the function of office equipment (i.e., fax, copier, scanner, and credit card machine) VA1.10

APPLY RECORDKEEPING SKILLS VA2.0

2.1 Identify commonly used root words, prefixes, and suffixes for charting purposes VA2.1

2.2 Define medical terms based on their prefixes, roots, and/or suffixes (i.e., ovariohysterectomy: ovario-, - hyster-, -ectomy, etc.) VA2.2

Use common medical terminology and abbreviations VA2.3

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	2.4 Identify components of the medical record (i.e., demographic information, lab and image results, history, progress notes, etc.) VA2.4
	2.5 Record an accurate history of the patient, and report chief complaints VA2.5
	2.6 Demonstrate a progress note using the format of SOAP (subjective, objective, assessment, and plan) VA2.6
	2.7 Ensure completeness of the medical record VA2.7
	2.8 Maintain integrity and security of the medical record VA2.8
	2.9 Retrieve and interpret medical records VA2.9
DEMONSTRATE EFFECTIVE COMMUNICATION AND CLIENT RELATIONS VA3.0	**3.1** Demonstrate appropriate verbal and nonverbal communication skills matching the tone of the room/situation VA3.1
	3.2 Demonstrate appropriate written and electronic communication matching technology to content VA3.2
	3.3 Identify and show respect for cultural differences (i.e., religion, euthanasia practices, end-of-life procedures, etc.) VA3.3
	3.4 Describe the steps and stages of the grief process VA3.4
	3.5 Translate medical terminology into client-friendly language VA3.5
	3.6 Explain the value of recommended procedures VA3.6
	3.7 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. VA3.7
APPLY LEGAL, ETHICAL, AND PROFESSIONAL PRACTICES VA4.0	**4.1** Describe the roles and responsibilities of each member of the veterinary health team in the delivery of excellent care VA4.1
	4.2 Distinguish between ethical and unethical conduct in a veterinary practice in accordance with R3-11-501. 1-5, and 9.; ARS 32-2232 VA4.2
	4.3 Explain the human-animal bond and its implications for veterinary practice VA4.3
	4.4 Demonstrate professionalism with respect to client decisions VA4.4
	4.5 Demonstrate professional appearance and language in the workplace VA4.5
	4.6 Demonstrate use of electronic communication in the workplace (e.g., cell phone, text messaging, social networking, and digital photography) VA4.6

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	4.7 Explain confidentiality issues, regulations, and requirements related to veterinary medicine VA4.7
	4.8 Follow local, state, and federal laws and regulations as they apply to veterinary assistants VA4.8
	4.9 Defend the importance of and explain legal implications of the veterinary-client-patient relationship in accordance with AZ Veterinary Medical Examining Board definition of VCPR. ARS 32-2201. 25. a-c VA4.9
APPLY SANITATION AND SAFETY MEASURES VA5.0	**5.1** Explain basic sanitation and disinfection techniques in accordance with AZ Veterinary Medical Examining Board, Administrative Rules R3-11-101. 26. VA5.1
	5.2 Inventory commonly used products and supplies for expiration dates, quantity, and availability VA5.2
	5.3 Restock supplies (i.e., accepting supplies, shelving supplies, rotating stock, want/need list, etc.) VA5.3
	5.4 Identify communicable and zoonotic diseases (e.g., germs from direct or indirect contact with animals, and Vector-Borne or foodborne transmission) VA5.4
	5.5 Comply with hazardous labeling requirements according to OSHA VA5.5
	5.6 Demonstrate proper hand hygiene according to the CDC (Center for Disease Control) VA5.6
	5.7 Demonstrate proper donning, removal, and discarding of personal protective equipment (PPE) according to standard procedure (e.g., gloves, gowns, masks, goggles, shoe covers, bonnets, and face shields) VA5.7
	5.8 Explain isolation protocols and procedures (i.e., exam room, treatment area, diagnostic testing, etc.) VA5.8
	5.9 Explain procedures for cleaning chemical and biological spills VA5.9
	5.10 Explain the content, purpose, and location of Safety Data Sheets (SDSs) VA5.10
	5.11 Use fire and chemical safety protocols (e.g., SDS, and the use of fire extinguishers) VA5.11
	5.12 Describe evacuation plans used by various facilities VA5.12
	5.13 Follow the procedure for reporting unsafe conditions for self and others (e.g., electrical hazards, spillages, puddles on floor, and fractious patients) VA5.13
	5.14 Demonstrate proper body mechanics and lifting techniques VA5.14
	5 Recognize radiation signage VA5.15

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	5.16 Store, safely handle, and dispose of biological and therapeutic agents and sharps, pesticides, and hazardous waste and material according to OSHA VA5.16
	5.17 Explain human bloodborne pathogens protocols VA5.17
	5.18 Describe bite case protocol and procedures for staff and patient 5.18
APPLY PRINCIPLES OF PHARMACY AND PHARMACOLOGY VA6.0	**6.1** Recognize DEA standards involving all controlled and non-controlled substances in accordance with Article 7. 32-2281 Dispensing of drugs and devices; Article 8. Drug Dispensing R3-11-801 thru R3-11-807; R3-11-502 K. Controlled drug log; and 32-1901 Controlled/non-controlled VA6.1
	6.2 Compare and contrast types and groups of drugs using proper terminology VA6.2
	6.3 Differentiate between prescription drugs from over-the-counter drugs VA6.3
	6.4 Demonstrate prescription labeling requirements including expiration dates VA6.4
	6.5 Reconstitute vaccines and/or medications according to protocol VA6.5
	6.6 Describe possible routes of drug and/or vaccine administration (i.e., intranasal, intramuscular, oral, topical, etc.) VA6.6
	6.7 Prepare a prescription based on the doctor's orders VA6.7
	6.8 Communicate prescription instructions VA6.8
APPLY ANIMAL BEHAVIORAL ASSESSMENT AND RESTRAINT TECHNIQUES VA7.0	**7.1** Demonstrate kenneling protocols (i.e., placing and removing small animals from upper and lower cages/kennels, safety, comfort, husbandry, aggression, etc.) VA7.1
	7.2 Determine appropriate restraint techniques based on behavioral assessment, size, weight, and compromised status (table or floor) VA7.2
	7.3 Apply appropriate safety equipment (e.g., safety muzzle, Elizabethan collar, and resistant pole) VA7.3
	7.4 Demonstrate canine restraint positions (e.g., standing, sitting, lateral, sternal, and dorsal) VA7.4
	7.5 Demonstrate feline handling and restraint techniques VA7.5
	7.6 Restrain equine (e.g., halter, tie, and lead horses) VA7.6
	Recognize dog breeds, cat breeds, and common equine breeds (i.e., American Kennel Club (AKC), Cat Fanciers' Association (CFA), etc.) VA7.7

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	7.8 Identify the gender of small animal species, particularly felines VA7.8
	7.9 Differentiate between normal and abnormal animal behavior (i.e., irritability, fear, agnostic aggression, etc.) VA7.9
	7.10 Assist in the collection of blood samples by providing appropriate restraint VA7.10
PERFORM PATIENT CARE VA8.0	**8.1** Determine and record temperature, pulse, respiration, mucous membrane color, capillary refill time (CRT), body condition score, and weight of patients (e.g., convert lbs. to kg and kg to lbs.) VA8.1
	8.2 Express anal glands using the external method VA8.2
	8.3 Perform exam room grooming (e.g., trimming nails, cleaning external ear canal, sanitary trimming, and therapeutic bathing) VA8.3
	8.4 Explain small animal nutritional requirements, pet food labeling standards, dry matter basis calculations, and the differences between pet food products VA8.4
	8.5 Apply medication using the eye or ear route VA8.5
	8.6 Perform routine recordkeeping and observation of hospitalized patients (e.g., input and output when cleaning and feeding) VA8.6
	8.7 Prepare supplies needed for fluid therapy VA8.7
	8.8 Administer oral medications, liquid and pills, for canines and felines VA8.8
	8.9 Perform IV catheter removal VA8.9
	8.10 Perform pressure bandage application and removal VA8.10
	8.11 Compare and contrast bandage types and materials used for each (e.g., cast padding, stretch gauze, Telfa™ pad, self-adherent bandage wrap, medical tape, and elastic tape) VA8.11
	8.12 Prepare food and prescription diets according to special dietary needs VA8.12
	8.13 Provide care and maintenance of medical equipment and supplies (e.g., IV drip counter, water blanket, and bedding) VA8.13
	8.14 Explain basic husbandry for birds, rabbits, pocket pets, reptiles, and other exotics VA8.14
	8.15 Recognize abnormal patient health status (i.e., seizure, shock, ataxia, dyspnea, etc.) VA8.15
	8.16 Recognize and respond appropriately to common veterinary medical emergencies by notifying the appropriate hospital personnel VA8.16

	8.17	Explain the process of euthanasia and postmortem care in accordance with ARS Article 3. 32-2240.01 Burial in landfill; Article 8. 32-2291-32-2296 Licensure of Animal Crematories; in accordance with Arizona Veterinary Medical Examining Board Administrative Rules and Procedures Article 10. R3-11-1001 thru 1010 Animal Crematory Minimum Standards, and Standards of Practice, F. R311-502 VA8.17
	8.18	Demonstrate appropriate procedure for disposal of deceased animals in accordance with Article 8. 32-2291 Disposal of deceased animals; Minimum standards for animal crematories Rules R3-11-1001 thru 1010, and R3-11-701, 5. Defining adequate refrigeration for deceased VA8.18
ASSIST WITH SURGICAL PREPARATION AND PROCEDURES VA9.0	9.1	Prepare surgical equipment and supplies based on surgical procedure and veterinarian preferences VA9.1
	9.2	Sterilize instruments and sanitize supplies VA9.2
	9.3	Identify different sterilization techniques (i.e., steam, dry heat, gas, cold sterile, etc.) VA9.3
	9.4	Operate and maintain autoclaves VA9.4
	9.5	Identify common surgical instruments VA9.5
	9.6	Identify common suture materials, types, and sizes VA9.6
	9.7	Assist the veterinarian and/or veterinary technician with the preparation of patients using aseptic techniques VA9.7
	9.8	Assist in positioning surgical patients VA9.8
	9.9	Aid the veterinarian and/or veterinary technician with physical monitoring of recovering surgical patients VA9.9
	9.10	Maintain the Surgical Log in accordance with R3-11-502 Standards of Practice H. 1 thru 5 Anesthesia Log (separate from controlled drug log) VA9.10
	9.11	Maintain proper operating room conduct and asepsis (e.g., PPE, sanitation, movement, and care) VA9.11
	9.12	Perform post-surgical cleanup using hazardous waste procedures VA9.12
	9.13	Fold and wrap surgical gowns, drapes, and packs VA9.13
ASSIST WITH LABORATORY PR SP	10.1	Collect voided urine and fecal samples VA10.1
	10.2	Determine physical properties of urine including color and clarity VA10.2
	3	Prepare supplies for blood draw VA10.3

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	10.4 Compare and contrast common blood tubes used in veterinary medicine VA10.4
	10.5 Collect voided fecal samples for examination VA10.5
	10.6 Prepare fecal flotation solutions and set up fecal flotations and direct smears VA10.6
	10.7 Describe necropsy procedures VA10.7
	10.8 Recognize clinical signs of suspected rabies cases and notify correct personnel VA10.8
	10.9 Explain procedures for handling rabies samples safely in accordance with Compendium of Animal Rabies Prevention and Control (Arizona Manual for Rabies Control and Bite Management azdhs.gov. Federal— cdc.gov) VA10.9
	10.10 Identify external parasites (e.g., mites, lice, fleas, and ticks) VA10.10
	10.11 Assist in the preparation of various specimen staining techniques VA10.11
	10.12 Compare and contrast preparation procedures of in-house lab vs reference lab sample submission VA10.12
	10.13 Confirm that laboratory results are accurately recorded VA10.13
	10.14 Maintain Laboratory Log VA10.14
REVIEW THE BODY SYSTEMS VA11.0	**11.1** Describe the function and structure of the Integumentary System VA11.1
	11.2 Describe the function and structure of the Musculoskeletal System VA11.2
	11.3 Describe the function and structure of the Circulatory System VA11.3
	11.4 Describe the function and structure of the Respiratory System VA11.4
	11.5 Describe the function and structure of the Gastrointestinal System VA11.5
	11.6 Describe the function and structure of the Urinary System VA11.6
	11.7 Describe the function and structure of the Nervous System VA11.7
	11.8 Describe the function and structure of the Endocrine System VA11.8
	11.9 Describe the function and structure of the Reproductive System VA11.9
	11.10 Describe the function and structure of the Sensory System VA11.10
	11.11 Describe the function and structure of the Immune System VA11.11

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DESCRIBE IMAGING TECHNIQUES AND SAFETY PRACTICES VA12.0

12.1 Describe procedures to assist in the completion of diagnostic radiographs and ultrasound including preparation, restraint, and positioning of patients VA12.1

12.2 Explain quality control procedures related to radiation protection (i.e., clothing, dosimetry badges, etc.) in accordance with Arizona Radiation Regulatory Agency (ARRA) Article 4. Standards for Protection against Ionizing Radiation R12-1-401 thru 409 VA12.2

12.3 Label, file, and store film and radiographs VA12.3

12.4 Demonstrate proper care of radiography equipment VA12.4

12.5 Demonstrate procedures for care and maintenance of film cassettes and screens VA12.5

12.6 Explain safety precautions for handling processing chemicals VA12.6

12.7 Differentiate among manual, automatic, and digital radiographic processing VA12.7

12.8 Maintain X-ray Log in accordance with X-ray log, AZ Vet Med Examining Board Administrative Rules R3-11-502, M. VA12.8