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Career Training Diploma Programs
for *Small Animal Technicians* and *Veterinary Receptionists*

Continuing Education Seminars
for *Specialized* training in the Veterinary Field

Staff Training Programs and Consulting Services
for Veterinary Practices

Veterinary Bookstore

School Catalog
2016
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Small Animal Technician
Veterinary Receptionist

INTRODUCTION

History

Veterinary Technical Institute (VTI) is a private postsecondary school founded in Naples, Florida in 1995, and licensed by the Commission for Independent Education, Florida Department of Education, Lic. #1803.

Purpose

VTI currently offers Small Animal Technician and Veterinary Receptionist career training diploma programs, Staff Training Programs for clinics, and Continuing Education courses for specialized training of Office Managers. VTI also provides staffing services for all veterinary practice positions. The school was created to satisfy a real need in the community for vocational education, the employment of capable individuals interested in developing a career in the veterinary field, and veterinary clinics wanting to hire or develop professionally trained staff. Thus, the school based the design and format of its programs on cooperative solutions to unemployment, the lack of skilled professionals in veterinary clinics and hospitals, the accelerated interest of people to work in the animal health care field, and the demand for unique vocational training. VTI strives to benefit the need for veterinary clinics to hire qualified staff and for people desiring to enter the veterinary field by obtaining career development and job placement assistance.

Philosophy

Veterinary Technical Institute is dedicated to helping students achieve their goals and venture into an exciting and new career in the veterinary field. Our goal is for every student that graduates our diploma programs to have gained or received the following:

- Improved study skills.
- Entry-level skills needed for career training.
- The motivation for lifelong curiosity and learning.
- The quest to set technical standards in the workplace.
- A qualified academic background for a career in the veterinary field as a veterinary staff member.

Licensure

Veterinary Technical Institute is licensed by the Commission for Independent Education, Florida Department of Education. Additional information regarding this institution may be obtained by contacting the Commission at: 325 W. Gaines St, Suite 1414, Tallahassee, FL 32399-0400, toll-free telephone number 888-224-6684.

Ownership

The school is owned by Veterinary Technical Institute, Inc. (doing business as Veterinary Technical Institute), as a corporation formed under the laws of the State of Florida. The address of the school's governing body is the same as that for the school. The president and stockholder is Kim Fish.

Administrative Board and Faculty

Full-time Administration:

Kim Fish - School Director and Director of Instruction, Director of Admissions and Student Services

B.S. Animal Physiology, University of California, San Diego

Courses Taught: Small Animal Technician (20-week session)

Small Animal Technician (40-week session)

Veterinary Receptionist

Any changes in administrators or instructors, if any, may be found attached to this catalog.

Complaints and appeals to disciplinary actions may be addressed directly to the school director for careful consideration, and will not be handled in a capricious or arbitrary manner.

School Facilities

VTI occupies a space of 400 square feet at 4061 Bonita Beach Rd #103-C, Bonita Springs, Florida, 34134. The school maintains an administrative office and library, and contains the necessary equipment to admit students, deliver lectures, and provide student guidance through both teleconferencing and videoconferencing, which is sufficient to meet the needs of the school and its students, and is conducive to the distance learning format of program delivery. Communication with students is done via telephone, fax, computer, or mail. Current and relevant books and periodicals may be loaned or purchased from this facility to aid students and faculty in further research for personal interest and increased knowledge. A list of available resources can be requested from the school. Library resources and information services are available for students and faculty. All hands-on training is conducted at a veterinary clinic local to the student in our laboratory and externship programs.

SCHOOL POLICIES

Entrance Requirements

Each potential student for the *Small Animal Technician* or *Veterinary Receptionist* programs must satisfy all of the following for entrance to the program:

- Provide a completed, signed, and returned Student Enrollment Agreement. Students under 18 years of age also require parent/guardian approval and consent.
- Have proof of a high school diploma or its equivalent, or pass an ability to benefit test (CPAT) with a scaled score of 118 or better.
- Be interviewed by the school's Admissions Representative.
- Obtain authorization for admission, by the Director of Admissions, after review of the above described criteria.
- Provide tuition payment in full, or the minimum initial payment and an accepted Retail Installment Contract.

Admission Procedures

Applications for enrollment may be submitted any time during the year. The school operates on an open entry/open exit basis. The school catalog is available one week prior to classes beginning, and may be obtained, along with information and applications, by contacting the school at:

Veterinary Technical Institute
4061 Bonita Beach Rd., #103-C, Bonita Springs FL 34134
(239) 592-1219

The procedures for admission are given as follows:

- Complete, sign, and return the Student Enrollment Agreement, Student Information Statement, and Student Checklist.
- Satisfy the program entrance requirements.
- Complete, sign, and return a credit application, if credit is needed. Follow the payment instructions as described in the Student Enrollment Agreement.

Policy of Nondiscrimination

Veterinary Technical Institute does not deny admissions or discriminate against students enrolled at the institution on the basis of race, color, creed, sex, age, disability, marital status, religion, or national origin to the extent of the law.

Student Responsibilities

VTI has specific rules pertaining to student conduct, program attendance, academics, and financial obligations.

Student Conduct: The school reserves the right to dismiss any student for the following actions at a laboratory, externship, or other school affiliated event:

- Any conduct found by the school to be detrimental to the student, other students, the community, or the school.
- Failure to comply with the rules established by the laboratory/externship site.
- The use, sale, or distribution of alcoholic beverages or illegal drugs of any kind.
- Dress that is not considered typical for the occupation.
- Any indecent or disruptive behavior or action, including assault, harassment, or physical abuse.
- Vandalism, destruction or unauthorized entry of property.
- Cheating in any form.
- Fraudulent and/or unauthorized use of the school's name.
- Falsification of any school document.

Attendance Policy: Students are expected to:

- Attend all teleconferencing discussion sessions assigned.
- Complete the laboratory and externship as assigned.

Due to the concentrated nature of the instruction in the school's programs, no unexcused absences are allowed, and all absences must be made up within a thirty (30) day period, not to exceed a 20% absence limit. Absences are excused for and limited to a valid reason verbally authorized or substantiated in writing and at the discretion of the School Director.

Academic Policy: Students are expected to:

- Achieve a minimum of a "C" or better for each section completed, with a cumulative grade point average of 2.0 or better (see *Grading System*, page 7). Section examinations may be retaken as needed to maintain this level of academic achievement, and must be done within thirty (30) days of receiving the unsatisfactory grade.
- Maintain a "P" or minimum of 80% completion of the teleconferencing, lab and externship work assigned on the program calendar. A grade of "NP" or "I" must be made up within thirty (30) days of receiving the unsatisfactory grade.
- Complete their program of study within the expected timeframe, as a maximum completion time is given. In cases where a student is having difficulty completing the program, a student advisor may be able to help with time management problems or tutoring. Extension requests may be filed if additional time is needed for program completion.

Rules of Financial Obligations: The school reserves the right to dismiss any student for non-payment of monies due. Costs of collection will be added to the student's account, and all outstanding monies, including a non-refundable \$50.00 re-enrollment fee, must be paid before the student may be reinstated to the program.

Probation and Termination

The school reserves the right to assign probationary status and/or dismiss any student for conduct, attendance, academic progress, or financial repayment inconsistent with the requirements of the school. If probationary status is given, failure to regain satisfactory status within thirty (30) days will result in termination. Specifically, a student may be dismissed, at the discretion of the school director, prior to completion of the program, for reasons to include, but not limited to, the following:

- Insufficient academic progress (see *Academic Policy*, page 4 of the catalog).
- Failure to comply with the rules outlined in the catalog under Student Responsibilities.
- Nonpayment of tuition under terms agreed upon with the school.
- Failure to complete the program within the extended amount of time if an Extension Request has been granted by the school.

Extension Requests

Students wishing to extend their program completion time must file an Extension Request Form (a non-refundable \$50.00 extension fee applies), which grants up to 90 days for program completion. Interruptions in the program will only be granted in cases where the enrolled student may not be able to complete their training with benefit to themselves, such as due to unsatisfactory progress or grades. Financial obligations must continue to be fulfilled as outstanding balances are not eligible for program extensions.

Refund and Cancellation Policy

The Student Enrollment Agreement and the school's catalog constitute a binding contract between the student and the school. Should a student's enrollment be terminated or cancelled for any reason, all refunds will be made according to the following refund schedule:

- a) Cancellation can be made in person, by electronic mail, by Certified mail or by termination.
- b) All monies will be refunded if the school does not accept the applicant or if the student cancels within three (3) business days after signing the enrollment agreement and making initial payment.
- c) Cancellation after the third (3rd) business day, but before the first class, will result in a refund of all monies paid, with the exception of the non-refundable application, registration, and materials fees.
- d) Cancellation after attendance has begun, but prior to 40% completion of the program, will result in a pro rata refund computed on the number of hours completed to the total number of program hours.
- e) Cancellation after completion of 40% of the program will result in no refund.
- f) The termination date for refund computation purposes is the last date of actual attendance by the student unless earlier written notice is received.
- g) All refunds will be made within 30 days after termination or receipt of cancellation notice.
- h) A student may re-enter the program of study within ninety (90) days of cancellation, if authorized by the School Director. A non-refundable \$50.00 re-enrollment fee will apply.

The following fees and items are non-refundable:

- Application Fee
- Registration Fee
- Program Materials Fee
- Re-Enrollment Fee
- Extension Request Fee
- Any interest collected on student loans

Student Records

Student records are permanently retained by the school, and are available to students upon written request. Individuals and potential employers may receive a copy of a student's record only after the student has authorized the request in writing. For those students who were dismissed or denied entry, records will remain on file for at least one year.

Grading System

The school uses a traditional A through F grading system to measure the student's ability to meet occupational standards. Upon completion of each unit the student is given a letter grade based upon the section examinations, while teleconferencing, laboratories, and externships are conducted on a pass / no pass system. The final grade is determined by averaging all grades earned. All missed work is counted as zero. Grades are defined as follows:

Repeated Material: The grade is raised by replacing the failing grade earned with the grade earned for the repeated section.

Incomplete: A grade of "I" is given when a section is not satisfactorily completed by the expected completion date. Continued failure to complete the section will result in a grade of "F".

Pass / No Pass: A grade of "P" or "NP" is given for teleconferencing, laboratories, and externships. An "NP" may be raised to a "P" after repeated effort leads to successful completion.

Score (%)	Grade	Quality	Grade Pts.
90-100	A	Excellent	4.0
80-89	B	Above Average	3.0
70-79	C	Average	2.0
60-69	D	Below Average	1.0
<60	F	Failing	0
	W	Withdrawal	0
	I	Incomplete	N/A
80 or above	P	Successful	Pass
< 80	NP	Unsuccessful	No Pass

Veterinary Technical Institute is open year-round for enrollment and instruction, excluding the following national holidays:

- New Year's Day: 1/1/16
- Memorial Day: 5/30/16
- Independence Day: 7/4/16
- Labor Day: 9/5/16
- Thanksgiving Day: 11/24/16
- Christmas Day: 12/25/16

Hours of operation: Monday-Friday, 9:00 a.m. - 5:00 p.m. *Class times vary.*

Student Benefits

Academic Assistance: The staff at Veterinary Technical Institute is dedicated to helping each student achieve academic success. The school provides information regarding enrollment, tuition, program requirements, examination grading, school policies, career placement, and any other academic emphasis. The instructor may also offer tips on studying, time management, and career outlooks. VTI wants to see all of its students succeed.

Clinic Placement Assistance: The laboratory and externship experience is an integral part of the school's teaching philosophy. It supplements the textbook and accompanying instructional materials by placing the student in the heart of his chosen career. VTI assists in placing the student as a veterinary staff member in a clinic to provide this important hands-on practice. If clinic placement is limited in the student's given area, or if the veterinary clinic offering the laboratory/externship site no longer chooses to have the student participate, further placement will be attempted. The student's active attempt to search for clinic placement is a prerequisite for school placement assistance. It is the student's responsibility to seek placement, send resumes, prepare for interviews, and present a professional and confident self-image when following up on career employment leads. In return, the school will train the student in job placement techniques, including interview skills, cover letter and resume preparation, and salary negotiation. The school will also provide clinic leads as they arise and additional training if needed for further employment preparation. There is no additional charge for placement assistance, and there is no guarantee of externship placement or employment, directly or indirectly implied.

Grievance Policy: Students who feel a grievance is unresolved must put their grievance in writing to the School Director. The director will respond within three (3) business days of the grievance being received. The Director's decision is final, but the student may refer their grievance to the following address: Commission for Independent Education, 325 W. Gaines St, Suite 1414, Tallahassee, FL 32399, 888-224-6684. Examples of grievances may include grade disputes, placement assistance problems, or any other academic or student services area of concern.

Small Animal Technician

Program Objectives and Credential Awarded

Veterinary Technical Institute trains students for a career as a small animal technician through our *Small Animal Technician*. This program was developed to satisfy a real vocational need in the field and are designed to instruct and prepare students to be a competent member of the veterinary staff, assisting in maximizing the health care of small animals. Upon successful completion of the *Small Animal Technician* program, and upon meeting all course requirements and financial obligations, a diploma will be issued to the student. There are no regulatory, agency, certification, or licensure exams that students are required to take upon completion of the program.

Program Description

VTI's Small Animal Technician online program helps students jump-start their careers through convenient and interactive classes teaching core knowledge and skills that can be completed in just 20-weeks. Hands-on skills are learned in an actual veterinary clinic with job placement assistance starting at the beginning of the program.

- Online classes available 24 hours, on demand
- Live-online instructor office hours
- Structure, self-paced coursework which can be completed quickly
- Diploma credential

The Small Animal Technician online program is accessible to anyone, regardless of location. The streamlined curriculum and rich learning environment through real clinic experience make VTI's career training ideal for animal lovers looking for a professional career in the veterinary field.

Methods of Instruction

VTI uses the most up-to-date online technology and teaching methods to maximize student learning, designed to fit busy lifestyles.

All instructional materials are supplied to the student through the online eLearning platform for ease-of-access. The student's program calendar guides the course progression and details instructor office hours to provide accessible learning opportunities and keep the student on pace for completion.

The eLearning experience takes the student through a guided instructional presentation for each module in the Small Animal Technician curriculum that incorporates related diagrams, practical images, and skill-based videos for a visual approach to learning. Material is reviewed in practice-test format throughout to prepare the student to successfully pass the end-of-module exams. Instructor communication to support student learning is provided through eLearning chat and weekly online office hours.

Each module outlines the hands-on skills the student should be able to perform with proficiency. Tutorials on the skills are provided in the eLearning modules, and practiced in an actual veterinary clinic setting that is located close to the student.

The student will perform a 200-hour externship at the clinic, which may be paid by the veterinary clinic. The veterinary site may also provide a professional recommendation for the student, or engage as a potential employer.

Laboratory: The student receives concentrated instructor-guided clinical experience by an attending licensed veterinarian at a local veterinary clinic to complement the externship portion of the program. Six labs are scheduled for a total of *24 hours* of clinical instruction, which are designed to emphasize key topics discussed in lecture, help with examination preparation, and allow for visual demonstration and practice of applied skills. This laboratory site may provide for a professional reference and / or employment.

Externship: *200 hours* of externship experience is scheduled as part of the program to provide students with clinical experience at a local veterinary clinic for the opportunity to observe and practice applied technical skills. This portion of the program emphasizes theories and skills learned in the texts, supplemental instructional materials, and lectures, gives the student the opportunity to experience those theories and apply the physical skills taught and required of a small animal technician, familiarizes the student with the clinical setting, staff inter-relationships, and career employment, and possibly provides a professional recommendation and potential employer in the veterinarian at the externship site.

Program Length

Theory: eLearning: Self-study and Instructor Communication:	283 hours
Testing:	17 hours
Laboratory	24 hours
Externship	200 hours
Total Program Hours:	524 hours
Maximum Completion Time:	20 weeks

“Hours” referred to are “Clock Hours”, which is the unit of credit, defined as a minimum of 50 minutes of supervised or directed instruction, with appropriate breaks.

Areas of Study

The *Small Animal Technician* program is broken down into the following chronological units of instruction (“units” = “U” in the alphanumeric course identifier):

U1 - Introduction to Small Animal Technology - Provides an introduction to a career as a *small animal technician*. Includes duties and responsibilities of a small animal technician, and career opportunities. *Self-study: 3 hours; eLearning: 30 mins.*

U2 - Handling and Restraint - Topics covered include animal behavior, indications for restraint, capture and restraint, and restraining aids. Proper handling techniques are discussed. *Self-study: 8 hours; eLearning: 1 hour, 30 minutes.*

U3 - Medical Records and the Examination - Provides an introduction to the medical record, medical logs, and preventative care. Students are instructed on how to take a general history, obtain vital signs, and conduct a physical examination. *Self-study: 8 hours; eLearning: 1 hour, 30 minutes; Lab: 4 hours.*

U4 - Nursing - Discussion includes general care, administering medications (oral and injectables), specific ailments and conditions, and emergency animal care. *Self-study: 18 hours; eLearning: 2 hours, 30 minutes; Lab: 4 hours.*

U5 - Nutrition - Provides a complete overview of nutritional principles, dietary analysis and evaluation, nutritional requirements (for the different life stages, obesity, and specific diseases), assisted feeding, and alimentation calculations. *Self-study: 12 hours; eLearning: 2 hours.*

U6 - Radiology - Topics include radiographic safety, principles, positioning, and processing. *Self-study: 15 hours; eLearning: 2 hours.*

U7 - Dentistry - Discussion includes dental anatomy, equipment use, and prophylaxis. This section is intended to instruct the student in proper dental cleaning techniques. *Self-study: 12 hours; eLearning: 2 hours; Lab: 4 hours.*

U8 - Anatomy and Physiology - Provides an overview of canine and feline anatomy and physiology. *Self-study: 12 hours; eLearning: 2 hours.*

U9 - Infectious Diseases - An in-depth section covering vaccination and vaccine protocol, and description, transmission, host predispositions, signs and effects, diagnosis, treatment, and prevention of viral diseases, bacterial diseases, and fungal and yeast infections. *Self-study: 18 hours; eLearning: 2 hours and 30 minutes.*

U10 - Parasitic Diseases - A discussion of common internal and external parasites, including their transmission, host predispositions, signs and effects, diagnosis, treatment, and prevention. The topics covered include rickettsial parasites, protozoal parasites, helminths, bloodsucking ectoparasites, mites, and tissue-feeding ectoparasites. *Self-study: 18 hours; eLearning: 2 hours and 30 minutes.*

U11 - Laboratory Techniques - An in-depth overview of laboratory principles and equipment, hematology, microbiology, blood chemistry, urinalysis, immunology and serology, and diagnosing internal and external parasites. *Self-study: 26 hours; eLearning: 4 hours; Lab: 4 hours.*

U12 - Tumors - Topics include neoplastic development, progression, and classification, diagnosing and treating cancer, predispositions to neoplasms, paraneoplastic syndromes, non-neoplastic tumors, and neoplastic tumors. *Self-study: 20 hours; eLearning: 3 hours.*

U13 - Pharmacology - Includes pharmacy principles, antimicrobials, antiinflammatories, antiparasitics, and drug protocols. *Self-study: 26 hours; eLearning: 4 hours; Lab: 4 hours.*

U14 - Systemic Problems and Diseases - Provides a system-by-system review, to include the optic, nasal, otic, and integumentary systems, and the gastrointestinal, cardiovascular, respiratory, urogenital, and endocrine systems. Specific problems and diseases of each system are discussed. *Self-study: 26 hours; eLearning: 4 hours, 30 minutes.*

U15 - Surgery and Anesthesia - Provides information on instrumentation, aseptic technique, surgical preparation, anesthesia (anesthetic induction, maintenance, recovery, and anesthetic emergencies), hemostasis, lavage, and common surgical techniques and risks. The anesthetic machine is also described. *Self-study: 18 hours; eLearning: 2 hour, 30 minutes; Lab: 4 hours.*

U16 - Final Review - The final examination is inclusive of all information provided throughout the program. *Self-study: 20 hours; eLearning: 3 hours.*

SATEXT - Small Animal Technician Externship - *Clinical Experience: 200 hours.*

The *Small Animal Technician* program provides a core skills checklist, adapted from AVMA standards for vet tech small animal care, to guide the student in proficiently performing the hands-on skills applicable to the above modules.

Instructional Materials

The following is a list of instructional materials used:

- ◆ *Small Animal Technician*, Veterinary Technical Institute Online Course, VTI 2017, electronic.
- ◆ Veterinary Technician Skills Checklist, VTI 2017, electronic.

Completion Requirements

Both programs require the following for awarded completion:

- Successful completion of all section and final achievement exams (a grade of "C" or better), with a cumulative grade point average of 2.0 or better.
- Satisfactory completion ("P") of all teleconferencing, laboratory, and externship requirements.
- Satisfaction of all financial obligations at the time of program completion.

Program Policies

The following are program policies:

- All attendance and academic policies apply to this program.
- Any examination scored below a 70% or "C" may be retaken after additional instructor conferencing on the subject.
- Students should schedule a laboratory/externship site by the 12th week of instruction for the *Small Animal Technician (20-week session)* program and the 24th week for the *Small Animal Technician (40-week session)* program. The school provides laboratory and externship placement assistance, but does not guarantee that a clinic site can be established. An extension request may be filed if a clinic site is not assigned by the expected date.
- Tuition will not be discounted in any manner, and credit will not be given for prior learning or experience.
- Transferability of credit is at the institution's discretion and it is the student's responsibility to confirm whether or not credits will be accepted by another institution of the student's choice.

Tuition

Application Fee (non-refundable):	\$50.00
Registration Fee (non-refundable):	\$100.00
Program Materials (non-refundable):	\$350.00
Home Study Fee:	\$3,700.00
Externship Fee:	\$200.00
Total Program Cost:	\$4,400.00

Payment Plans:	Plan 1	Plan 2
Initial Payment	\$4,400.00	\$2,200.00
Tuition Financed	0.00	\$2,200.00
Finance Charge	0.00	\$66.44
Annual Percentage Rate	N/A	12%
Deferred Payment Price	N/A	\$2,266.44
No./Amt. Monthly Pymts.	N/A	5 @ \$453.29

Registration Documents:

Program Start Dates: Open Enrollment
Enrollment Agreement
Student Information Statement
Installment Contract (get from school)
Transcript Request Form
Student Interview Questionnaire
Student Checklist

Financial Assistance Advisement: For those who qualify, financial assistance is available. Students may apply for financial assistance offered directly through the school by submitting a completed and signed *Retail Installment Contract*. Federal aid does not apply.

Veterinary Receptionist

Program Objectives and Credential Awarded

The objective of the *Veterinary Receptionist* program is to prepare students for entry-level placement as a receptionist in a veterinary clinic, or to provide supplemental training for persons previously or currently employed in this occupation. Upon successful completion of the program, and upon meeting all course requirements and financial obligations, a diploma will be issued to the student. There are no regulatory, agency, certification, or licensure exams that students are required to take upon completion of the program.

Program Description

VTI's *Veterinary Receptionist* online program helps students jump-start their careers through convenient and interactive classes teaching core knowledge and skills that can be completed in just 4-weeks. Clinic experience is included in the program, as well as job placement assistance starting at the beginning of the program.

- Online classes available 24 hours, on demand
- Live-online instructor office hours
- Structured, self-paced coursework which can be completed quickly
- Diploma credential

The *Veterinary Receptionist* online program is accessible to anyone, regardless of location. The streamlined curriculum and rich learning environment through real clinic experience make VTI's career training ideal for animal lovers looking for a professional career in the veterinary field.

Methods of Instruction

VTI uses the most up-to-date online technology and teaching methods to maximize student learning, designed to fit busy lifestyles.

All instructional materials are supplied to the student through the online eLearning platform for ease-of-access. The student's program calendar guides the course progression and details instructor office hours to provide accessible learning opportunities and keep the student on pace for completion.

The eLearning experience takes the student through a guided instructional presentation for each module in the *Veterinary Receptionist* curriculum that incorporates related diagrams, practical images, and skill-based videos for a visual approach to learning. Material is reviewed in practice-test format throughout to prepare the student to successfully pass the end-of-module exams. Instructor communication to support student learning is provided through eLearning chat and weekly online office hours.

Each module outlines the hands-on skills the student should be able to perform with proficiency. Tutorials on the skills are provided in the eLearning modules, and practiced in an actual veterinary clinic setting that is located close to the student.

The student will perform an 8-hour clinical at the clinic, which may be paid by the veterinary clinic. The veterinary site may also provide a professional recommendation for the student, or engage as a potential employer.

Program Length

Theory: eLearning: Self-study and Instructor Communication:	88 hours
Testing:	4 hours
Laboratory	8 hours
Total Program Hours:	100 hours
Maximum Completion Time:	4 weeks

"Hours" referred to are "Clock Hours", which is the unit of credit, defined as a minimum of 50 minutes of supervised or directed instruction, with appropriate breaks.

Areas of Study

The *Veterinary Receptionist* program is broken down into the following units of instruction (where "VFO" = "Veterinary Front Office" followed by the unit number in the alphanumeric course identifier):

Week 1:

VFOI: Front Office Communication - Improve coordination of clients, both on the phone and in the front office, with the outcome of increasing patient visit activity.

Topics: Review of phone etiquette and client communication, and handling phone shoppers, new clients, current clients, and OTC visits.

eLearning: 22 hours

Testing: 1 hour

Week 2:

VFOII: Reminders, Recalls, and Client Reactivation - Develop a system and communication skills for improved patient follow-up and compliance leading to more patient scheduling and better patient care support.

Topics: Medical Record reminder review, reminder and client contact techniques, phone scripts, medical treatment follow-up, and client reactivation.

eLearning: 22 hours

Testing: 1 hour

Week 3:

VFOIII: Intuitive Scheduling and Exam Room Flow - "Smart Schedule" appointments, procedures, and surgeries for optimal use of doctor production time.

Topics: The electronic scheduler (software-specific), intuitive scheduling, exam room flow, and doctor-recommended patient follow-up.

eLearning: 22 hours

Testing: 1 hour

Week 4:

VFOIV: Animal Health Care Overview - Gain a better understanding of veterinary health care as it relates to client communication to improve conversion of client contact to patient visit.

Topics: Nutrition, Dentistry, Small Animal Diseases (Infectious, Parasitic, and Systemic), Pharmacy, Laboratory, and Surgery and Anesthesia.

eLearning: 22 hours

Testing: 1 hour

VRLAB - Veterinary Receptionist Laboratory - *Clinical Experience: 8 hours.*

The Veterinary Receptionist program curriculum was designed specifically to meet the needs of veterinary practices, as recommended by [Vet Think Lab](#), the premiere think tank in veterinary clinic management operations.

Instructional Materials

- ◆ *Veterinary Receptionist*, VTI, 2017, electronic.
- ◆ *Veterinary Receptionist* supplements, VTI 2017, electronic.

Completion Requirements

The *Veterinary Receptionist* program requires the following for awarded completion:

- Successful completion of all section and final achievement examinations (a grade of "C" or better), with a cumulative grade point average of 2.0 or better.
- Satisfactory completion ("P") of all teleconferencing and laboratory requirements.
- Satisfaction of all financial obligations at the time of program completion.

Program Policies

The following are program policies:

- All attendance and academic policies apply to this program, and the program calendar is to be followed.
- Any examination scored below a 70% or "C" may be retaken after additional instructor conferencing on the subject.
- Students should review the school's *Laboratory, Externship, and Employment Preparation Packet* and schedule a laboratory site prior to the scheduled laboratory date. The school provides laboratory placement assistance, but does not guarantee that a clinic site can be established. An extension request may need to be filed in the event that a clinic site is not assigned by the date given on the program calendar.
- Tuition will not be discounted in any manner, and credit will not be given for prior learning or experience.
- Transferability of credit is at the institution's discretion and it is the student's responsibility to confirm whether or not credits will be accepted by another institution of the student's choice.

Tuition

Application Fee (non-refundable):	\$50.00
Registration Fee (non-refundable):	\$100.00
Program Materials (non-refundable):	\$150.00
Home Study Fee:	\$1,550.00
Total Program Cost:	\$1,850.00

Payment Plans:

	Plan 1	Plan 2
Initial Payment	\$1,850.00	\$925.00
Tuition Financed	0.00	\$925.00
Finance Charge	0.00	\$9.25
Annual Percentage Rate	N/A	12%
Deferred Payment Price	N/A	\$934.25
No./Amt. Monthly Pymts.	N/A	1 @ \$934.25

Registration Documents:

Enrollment Agreement
Student Information Statement
Installment Contract
Transcript Request Form
Student Interview Questionnaire
Student Checklist

Program Start Dates: Open Enrollment

Financial Assistance Advisement: For those who qualify, financial assistance is available. Students may apply for financial assistance offered directly through the school by submitting a completed and signed *Retail Installment Contract*. Federal aid does not apply.