

Vet Med

Lessons 1-10

The Profession of Veterinary Medicine

- Veterinary:
 - Veterinarius
 - Beast of Burden
- Dedicated to promoting the health & welfare of people and animals

Private Practices

- Private practices: provide technical and consulting services and perform research
- Private Animals make up the largest percentage of private practice patients
- 61,000 vets
 - 77% companion animal
 - 6% equine
 - 8% food
 - 7% mixed animal

Public Practices

- Education: professors and extension
- Basic or clinical research: discovery of diseases
- Regulatory: perform inspections in animal and human health
- 12,000 vets
 - State and federal

Industry Practices

- Feed companies: evaluate nutrition
- 3,000 vets

The Veterinary Assistant

- Work in large and small practices
- First individuals to come in contact with the animal
- Must be aware of the animal's mental and physical condition
- Administer meds, assess and record the patient's progress, and keep the patient as calm as possible
- First person to speak to owner

The Veterinary Assistant

- Needs to know how to properly restrain patient, including rope handling and knot tying
- Zoo: needs to know unique behavior of animals
- Needs to know how to use a microscope properly: morphology
- Know how to use radiographs

The Veterinary Assistant

- Career Development:
 - RVT: registered veterinary technician
 - Pass national and state exams
 - Require training from a formal institution
 - Curriculum must be accredited by the AVMA
 - 2 years of study

Animals & Society

- America: 98% population lives in cities
- Animals are not needed to accomplish daily task
- Early days:
 - Horses and Oxen provided transportation
 - Dogs assisted in herding livestock
 - Livestock & poultry were a food source
- Gas powered engines & industrialization migrated families from the farm to the city

Animals & Society

- Henry Burgh, 1866, founded the first humane society
 - American Society for the Prevention of Cruelty to Animals
- 1883- Humane Society for the Promotion of Animal Welfare
 - Care of homeless and abused animals
 - Sterilization of companion animals
 - Prevention of cruelty to animals

Animals & Society

- Two groups:
 - Animal Welfare
 - Protect society from sadists and psychopaths
 - Research, agriculture, fur, activities were exempt
 - Based on science and related to the well-being and productivity of animals
 - Animal Rights
 - All animals have equal rights as humans
 - Focuses on denying animals social interaction

Office Procedures

- Client communication: good attitude, neat appearance, courteous
- Make appointments: scheduling and rescheduling
 - Get all important info
- Patient Records: Keep organized
- Duties:
 - Computer skills: maintain all records
 - Keep patient waiting area neat and clean
 - Maintain inventory

Client Communications

- First person to make contact with client
- Phone Call: polite, answer promptly by the 3rd ring
 - If assistant does not know the answer then ask, never give false info.
 - When on hold check back often to let the client know what is going on
- Office visit:
 - Warm attitude, well groomed
 - Dealing with rude clients: remain calm, do not argue

Employee Communications

- Modern technology- computerized
- Conflict: team approach, be respectful and inclusive of one another
- Personal soft skills lead to successful collaboration among employees
 - Good communication, knowledgeable, professional interaction
- Includes: face-to-face as well as non-verbal (body language, facial expressions, behavior)

Employee Communications

- Rational Conflicts: focused on interpersonal relationships between team members
- Process: focused on disagreements about how work assignments and priorities should be accomplished and how to attain the organizational goals
- Task oriented: occur when parties disagree about the basic goals of the organization
- Miscommunication: greatest risk to performance and achievement
 - Believing in what is perceived versus what is being said

Clinic Infectious Disease Control

- Prevent the spread of infections and infestations
- Caused by: bacteria, fungi, viruses, and parasites
- Spread by: human to human, human to animal, animal to human
- Animal to human transmission: Zoonosis
 - Spread or transmitted by direct or close contact, indirectly by air, water, food, vehicle, or vectors

Clinic Infectious Disease Control Examples

- Dog: parvo virus, distemper virus, kennel cough bacteria, methicillin resistant Staphylococcus bacteria, rabies virus, leptospira bacteria, mange mites, fleas, worms
- Cat: feline immunodeficiency virus, feline calicivirus, feline leukemia virus, rabies virus, ringworm fungus, mange mites, fleas, worms
- Horse: salmonella bacteria, streptococcus bacteria, rotavirus, methicillin resistant Staphylococcus bacteria, rabies virus
- Cow: Cryptosporidium protozoa, pasteurilla bacteria, salmonella bacteria, rabies virus

Clinic Infectious Disease Control

- Guidelines to prevent disease transmission from animals to humans:
 - Hand Hygiene:
 - Washing:
 - Wet hands with water
 - Add soap
 - Rub hands vigorously for at least 15-20 seconds. Wash all hands including backs of hands, wrists, between fingers, under fingernails.
 - Rinse well
 - Dry with clean towel
 - Use towel to turn off water and avoid recontamination

Clinic Infectious Disease Control

- Guidelines to prevent disease transmission from animals to humans:
 - Hand Hygiene:
 - Hand Sanitizer:
 - Place a thumbnail sized amount of product in your hand
 - Work the product into fingertips of opposite hand, then onto all parts of the hand
 - Repeat the above steps in the opposite hand
 - Run hands together until dry. Do not rinse.

Clinic Infectious Disease Control

- Barrier nursing precautions: when working with infected body fluids or tissues, treating and caring for animals, cleaning cages and stalls or handling carcasses of animal's that have died of a potential infectious or zoonotic disease.
- Personal Protective Equipment is used:
 - Gloves, gowns, aprons, lab coats, coveralls, masks (surgical or N 95 particle respirator), goggles, face shields, and boot or shoe covers

Clinic Infectious Disease Control

- Wear gloves when handling non-intact skin, blood and body fluids of all patients
- If torn or punctured, remove, perform hand hygiene, and replace glove
- Wear protective clothing when handling suspected or known infectious patients and when there is anticipated contact with non-intact skin or blood and body fluids.
- Gloves, gowns, mask and protective eyewear are worn for procedures that are likely to generate droplets, splashes of blood, and body fluids or bone chips.
- Cover wounds when possible to prevent the transmission or contact of infectious organisms
- Wear shoe or boot covers when appropriate to prevent the spread of infectious organisms. Boot covers and footbaths with disinfectant may be used when entering and exiting a stall of an animal with an infectious disease.

Clinic Infectious Disease Control

- Isolation: separated or isolated from other animals. Barrier precautions should be used.
- Disinfection: All areas should be thoroughly cleaned
- Chemicals:
 - Read label for directions and precautions
 - Wear protective clothing
 - Avoid skin contact
 - Wash hands thoroughly after use
 - Use correct concentration

Storage of Foods

- Basic Food Types:
 - Dry Food: moisture content of 6-10%, longest shelf life
 - Semi-Moist: 23-38%, short shelf life
 - Canned or Wet Food: 68-78% moisture, very perishable
- Factors affecting shelf life:
 - Time limit that a food product can be expected to be stored and remain nutritionally sound without experiencing a loss of quality prior to consumption
 - Product type
 - Temperature and humidity
 - Mechanical damage
 - Vermin damage
 - Bacterial/fungal contamination
 - Exposure to foreign substances

Storage of Foods

- Inspection procedures:
 - At the time of receipt from the vendor
 - Periodically while in storage
 - Closed Container/Closed package: check sides and seams, check for pin holes and water damage, loss of vacuum, swelling, dents
 - Open container/package: stale odors, unusual discoloration or consistency
- Perishable:
 - Refrigerated, covered, and marked with storage time
 - Use within 24 hours of opening

Storage of Foods

- Bulk:
 - Storage space: separate from other store of equipment, chemicals, supplies
 - Mark arrival date, rotate old items to front
 - Place on shelves or pallets, never on the floor
 - No open containers
 - Mark containers with identification of what is in it
 - No extreme variations in humidity or temperature
 - Do not leave doors open
 - Do not use or mix food contaminated by vermin
 - Store in a well-ventilated, well-lighted, and easily cleaned