

Veterinary Technician

Job Summary:

The Veterinary Technician is responsible for overseeing all patient care in the hospital, both hospitalized and outpatient pets. The technician is responsible for all dental procedures; monitoring all anesthetic procedures; performing lab work such as urinalysis, fecals, CBCs; and taking all digital radiographs, including dental. The Veterinary Technician is involved with specific client communication such as release of surgical or medical patients/discussing discharge instructions, call backs to clients with simple medical questions, and discussing various medical/surgical procedures.

Core Values:

Compassionate Guidance

We are all passionate about animals and especially our patients. We always take the time to guide our clients to what is best for their entire family with focus on their pet. We provide a Fear Free environment for our patients to reduce fear, anxiety, and stress.

Positive Momentum

Our existence is predicated on progress. We embrace change in a positive manner. We are genuinely happy people.

Collaborative Communication

We work as a team, communicate as one, and convey the important messages for our patients to their owners.

We Don't do Easy!

We persevere through challenges that arise and are dedicated to the best medicine. We just do what needs to be done

Minimum Qualifications:

Knowledge of:

- 1) Normal and abnormal behavior of all animals including healthy and diseased/sick. Acknowledgment of improvement or deterioration of sick patients.
- 2) Proper animal control of the fractious/aggressive or extremely fragile animal including proper muzzling techniques and positioning for various procedures such as venipuncture, catheterization, and cystocentesis.
- 3) All veterinary positions in the hospital and generalization of how the technician fits into the hierarchy of the clinic.
- 4) Basic medical conditions and problems such as bloat, vomiting/diarrhea, positive heartworm disease, fleas, ear infections, dental disease, urinary tract infections, and canine cough/feline upper respiratory infections.
- 5) Basic surgical knowledge of conditions such as spays, castrations, lacerations, dog bite wounds, foreign body removal, and cystic calculi removal.
- 6) Basic knowledge of physiology and biology of animals to help in understanding what is occurring in the animal.
- 7) Online pharmacy program (Vet's First Choice).
- 8) Problem solving and cognitive thinking.
- 9) iPod texting and communication.

Ability to:

- 1) Perform moderately heavy physical labor that may include some lifting.
- 2) Sympathetically and patiently treat well, sick, and injured animals.
- 3) Perform dental procedures including scaling, polishing, applying fluoride, minor extractions, and digital radiographs.
- 4) Set up and read all fecals, complete urinalysis, CBCs, chemistry analysis, and clotting times.
- 5) Induce, maintain, and monitor anesthesia of the elective and non-elective surgical patient.
- 6) Prep, maintain sterile fields, and assist the surgeon on both general and emergency surgeries.
- 7) Perform subcutaneous, intramuscular, and intravenous injections. Ability to place IV catheters even in difficult patients.
- 8) Take and develop digital radiographs, transfer and email images.
- 9) Understand and carry out oral and written instructions.
- 10) Work well as a team and cooperate with others.
- 11) Communicate issues and concerns in a proactive manner leading to resolutions and timely feedback.
- 12) Interact with clients and co-workers in a professional, courteous manner. Provides excellent customer service to all clients.
- 13) Market and promote services of the clinic.
- 14) Report to work on time, attend staff meetings and properly schedule time off.

Education:

A high school diploma or general education degree (GED). Graduation from a two-year accredited veterinary technology program or certification from the state of Wisconsin from experience/passing the exam. Persons with years of experience and working towards certification will be considered on an individual basis.

Experience:

Minimum of 2 years experience in a similar position at another veterinary hospital is required unless newly graduated from veterinary technology program which will be considered on an individual basis depending on skill level.

Personal Requirements:

Genuinely enjoys working with people and animals. Can work in a busy and noisy environment. Must be able to stand or walk for extended periods of time and occasionally work in a kneeling or bent position. Will be seated for an extended period of time. May be exposed to unpleasant odors, noises, and animal excrement. May be exposed to bites, scratches, and contagious disease.

Specific duties:

Outpatient Technician

- 1) Begin exam room procedures including full TPR, history/presenting problem or complaint, and weight. Presenting information to the veterinarian and making sure he/she knows the client is waiting.
- 2) Enters all information for complete history in clinical record. Understanding and use of glossary/templates in different situations.
- 3) Proper restraint of pet in exam room/treatment area as needed by veterinarian/technician.
- 4) Print labels and fill all prescriptions for outpatients and inpatients as directed.
- 5) Perform minor exam room procedures such as anal gland expression, nail trim, ear cytology, cleaning ears, preparing vaccines as time allows either before or after the exam.
- 6) Discharge outpatient clients by reviewing medications, instructions, and prescription food. Resolve all questions before client leaves.
- 7) Ability to check out all clients inclusive of Care credit, credit card, cash, and check. Processes/posts payments and charges accurately without needing correction later in the day. If client is unable to pay, discusses with manager on duty to resolve.
- 8) Sets up recheck appointments and puts in follow up phone calls. Gives owner verbal or written reminders.
- 9) Keep treatment and exam rooms clean and free of dirty items used during treatment such as used syringes, dirty thermometers, and floors that may have nails/urine on them.
- 10) Assist with humane euthanasia both with and without the client present. Preparing bodies in appropriate bags with appropriate tags depending on what type of burial/cremation service the client prefers. Properly prepare pawprints as needed.
- 11) Assist for acupuncture treatment. Educate clients and answer questions regarding acupuncture therapy.
- 12) Know the operation of Therapy Laser and perform treatment on both surgical and exam room patients. Educate clients and answer questions regarding laser therapy.
- 13) Performing optimal care to all hospitalized patients including fluid therapy, injections (both drug calculations and giving medication), oral medications, TPRs/general observations, feeding and cleaning.
- 14) Enter all charges in computer for all hospitalized patients on a daily basis.
- 15) Give general update to clients of hospitalized pets if doctor is not available.
- 16) Place IV catheters in both cephalic and saphenous veins. Start fluid therapy based on doctor's orders. Be able to calculate fluid doses/amounts over 24- hour periods.
- 17) Take all radiographs as needed for both inpatient and outpatient animals. Know how to e-mail and copy images.
- 18) Enters treatment plans into the computer for routine procedures and has the attending doctor review them.
- 19) Ability to put in refills and renewals in online pharmacy (Vet's First Choice) as directed by veterinarian.
- 20) Full in house Idexx Veterinary Laboratory as well as online VetConnect.

Float Technician:

- 21) Performs all Technician appointments inclusive of anal gland expression, nail trim, cleaning ears, medication, and blood draws and cystocentesis. Enters accurate results/notes in clinical record.
- 22) Fills all pharmacy medication refills as directed by veterinarian associates.
- 23) Cleans and freshens all exam rooms as needed by outpatient technicians.
- 24) Ability to discharge patients as directed by surgical team.
- 25) Assist in taking radiographs and e-mailing digital images.
- 26) Assists in laboratory as directed by Client Service Technician.

Surgical Technician:

- 27) Prioritize, maintain organization and keep surgery/treatment area orderly.
- 28) Perform all dental prophylaxis including scaling, polishing, applying fluoride, minor extractions, and digital radiographs. Induce and maintain anesthesia on all dentals as well as monitor anesthesia in uncomplicated dentals.
- 29) Puts together and maintains stock of dental information kits for clients.
- 30) Review surgery schedule and set up surgeries going home that day first. Obtain and perform all pre-anesthetic blood screening panels or assist Client Service Technician as requested. Inform doctor of results.
- 31) Calculate doses, prepare and record all pre-anesthetic and induction medications in the control substance log.
- 32) Induce, maintain, and prep all surgical patients unless high risk. Assist sterilely in surgery as requested. Recover all anesthetized animals. Inform doctor of any complications.
- 33) Ability to monitor anesthetized patients. Accurately records vitals on both anesthesia assessment sheet and anesthesia monitoring sheet for non-routine cases.
- 34) Perform EKG's appropriately as needed. Know the general use of all anesthetic monitoring equipment including normal and abnormal values and use it appropriately.
- 35) Understand all parts of CPR and be able to perform chest compressions, breathing, pulling up drugs as instructed, and placement of IV catheter.
- 36) Thoroughly clean surgery suite daily including table, walls, floors, and ceilings. Check anesthesia machine at the end of the day for anesthetic gas and refill as needed. Check oxygen tanks before and after surgery to insure adequate amounts.
- 37) Know operation and daily maintenance of all equipment used in prep, surgery suite, and dental suite.
- 38) Ensures surgery travel sheet is complete.
- 39) Prepare surgical packs and effectively clean, lubricate, wrap, and sterilize all instruments. Reviews packs needed for next day's surgery inclusive of sharpening as needed.

Laboratory Technician

- 40) Proper handling of specimens, setting up, and performing all in house laboratory submissions including setting up fecals, parvo tests, felv/fiv tests, chemistry tests, ear cytology swabs, skin scrapings, blood smears, and urinalysis.
- 41) Complete all lab requisitions for outside lab, matching samples with forms. Communicates with others to ensure samples are sent to lab.

- 42) Checking in all lab samples and informing doctors of completed lab samples as per protocol.
- 43) Maintain and care of all laboratory equipment including in house Idexx equipment (Procyte DX, Sedivue DX, Vet Lab U/A, Catalyst DX, SnapShot DX, Coag DX), microscopes, refrigerator/freezer, centrifuges, and computer.
- 44) Trouble shooting laboratory equipment when problems occur. Knowing who to contact and general knowledge of equipment to be able to correct problem. Reports all equipment in need of repair to equipment manager.

Physical Medicine

- 45) Be able to perform therapeutic exercises on all patients in accordance with Veterinarian recommendations.
- 46) Be able to take goniometry and Gulick measurements.
- 47) Operate treadmill inclusive of patient safety, water quality control, and finishing procedures.
- 48) Understand and ability to use therapy laser.
- 49) Put together exercise programs for clients as prescribed by veterinarian.
- 50) Continued maintenance of all forms, documentation, and discharge instructions for physical medicine department.

Equipment Manager

- 51) Maintain log of all equipment in hospital as to repair and maintenance.
- 52) Maintain calendar of all equipment maintenance needed and supervise maintenance.
- 53) Insure all equipment has regular scheduled maintenance and repair. Communicate any repairs or replacement to practice owner and practice manager.

Miscellaneous Duties

- 54) Ability to scan and attach any document to client record.
- 55) Assist in maintaining a neat, clean, orderly environment.
- 56) Assist with the maintenance and care of clinic instruments and equipment (maintenance list.)
- 57) Understand policies and procedures for isolation room and the care of patients who must remain isolated.
- 58) Learn and practice Fear Free techniques with pets as dictates, inclusive of client communication and education, pet handling, and team cohesiveness.

Runner Duties, if part of business plan

- 59) Read and interpret emotional medical records and get patients from client's car
- 60) Weigh pet, record weight on travel sheet, place bandana or cover cat carrier and bring to exam room.
- 61) Bring pet back to car, review medications, collect payment from client and post payment.
- 62) Bring medication and food refills to clients, collect payments and post in practice management software.