

# Veterinary Office Coordinator

## ***Job Summary:***

Veterinary Office Coordinators conduct a variety of clerical functions relevant to the operation of a small animal hospital, including receiving phone calls, making appointments, accounts receivable and general customer service.

## ***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) General office practices including computer systems.
- 2) Proper phone etiquette and appropriate ways to handle a variety of phone calls.
- 3) Accounts receivable and how to count change.
- 4) General computer skills including word processing and on-line services.
- 5) How a veterinary hospital is run (generally) and what types of procedures are performed there.
- 6) Problem solving and cognitive thinking.
- 7) iPod texting and communication.

### **Ability to:**

- 1) Perform clerical work with speed and accuracy.
- 2) Use of a ten key adding machine, fax machine, copier, scanner, multiple line phone, voice mail, email, iPod and computer.
- 3) Ability to type with speed and accuracy.
- 4) Keep simple records including all accounts receivables.
- 5) Collect funds in a tactful and efficient manner from all clients at the time services are rendered.
- 6) Greet clients cheerfully and recognize the responsibility involved in responding to client questions. Provides excellent customer service to all clients.
- 7) Maintain a neat and professional appearance.
- 8) Understand and carry out oral and written instructions.
- 9) Works well as a team and cooperates with others.

**Education:**

A high school diploma or general education degree (GED) is required. Additional schooling at the college level is preferred.

**Experience:**

At least two years of recent experience in general office work as well as account receivable with increasing responsibilities. Prefer recent experience at a veterinary hospital.

**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:******Phone Room OC***

- 1) Receives all incoming phone calls and responds to the caller in appropriate time and manner as per written protocol.
- 2) Places all phone call messages in appropriate voice mail boxes for doctors or other staff members to receive. Alerts clients as to when employee will return phone calls as per protocol. Makes sure that name and phone number and reason for call are clear on voice mail.
- 3) Provides Estimates/Medical Treatment Plans using protocol. Knowledge of how to review MTP with client and schedule procedure.
- 4) Schedules all appointments as per appointment protocol. This includes medical appointments, preventative health care, ultrasound, rehabilitation, emergency and surgical appointments. Communicates potential financial concerns to management prior to pet being seen.
- 5) Enters medication refill requests in accordance with prescription protocol. Gives owners a time when they will be available.
- 6) Coordinates with nursing staff in regards to when pets will be picked up and dropped off in order that clients do not have to wait for their pet.
- 7) Reads through record ensuring that all appointments are scheduled, reminders are correct, callbacks are in the computer, and record is complete. Follows chart checking protocol to ensure that no mistakes were made.
- 8) Confirms all routine and surgery appointments for next day. Confirms patient's reason for appointment, confirms surgery patient's vaccinations are up to date prior to patient coming in for surgery. Assists Client Service Technician with all call backs as indicated.
- 9) Receives all emails (incoming/outgoing) and responds to them as needed within appropriate time frame.
- 10) Maintains Dr. schedule board to insure everyone knows when doctors are next available.

### *Front Desk OC*

- 1) Addresses clients as they arrive by client name and pet name and establishes the purpose of each visit. Informs clients of any upcoming preventative healthcare that may be needed. Sees that all appointments remain on schedule.
- 2) Informs owners of Lobby information including dog and cat waiting, beverage station, retail space, and restrooms.
- 3) Weighs all pets appropriate for floor scale. Places client in exam room, verifying all information and consent forms are up to date. Communicates with technicians/assistants that patient is ready in exam room.
- 4) Properly performs surgical admissions as per protocol inclusive of weighing pets, establishing reason for visit, loading exam rooms, communicating with Technicians, and cleaning exam rooms after visit.
- 5) Performs rehabilitation and technician appointment admissions as per protocol.
- 6) Enters all information in the computer, accurately and updates any old information based on the new client registration. Reads all alerts and removes/adds alerts as per policy.
- 7) Receives payments for outpatient medications, technician appointments, and surgeries, rendered at the time they are rendered. Processes/posts payments and charges accurately without needing correction later in the day. If owners cannot pay for services, then places them into exam room to have the manager on duty discuss with them. Do not argue with any clients, but tries to collect in different ways, tactfully.
- 8) Discusses/answers questions about personal client files and be able to give some information about general preventative health care such as vaccine schedules, recommendations for heartworm test and medication, and various healthcare packages.
- 9) Keeps reception area and waiting area neat and clean at all times this includes mopping, vacuuming, sweeping, and picking up/straightening, and cleanliness of beverage station as necessary.
- 10) Monitors prescription pick-up iPod and parking spaces. Brings items to client, post payment in credit card terminal and practice management software.
- 11) Prepares all of day reports and end of day deposit insuring that all accounts balance and all accounting mistakes are corrected.
- 12) Scans and attaches any document to client record.
- 13) Prepares travel sheets for the next day's appointments including surgical patients. Prints and attaches Consent Form to travel sheet if update is needed.
- 14) Knows appropriate way to handle all emergencies in a calm manner while following hospital policies and procedures.
- 15) Ability to tactfully handle humane euthanasia while treating clients and patients with patience and sympathy.
- 16) Properly fills out hospital forms (consent form, surgery, euthanasia, health certificate and rabies certificate).
- 17) Learns and practices Fear Free techniques with pets as dictates, inclusive of client communication and education, pet handling, and team cohesiveness.
- 18) Assists client to their vehicles with pets, food, medications, etc. as needed.