



# Experiential Learning Portfolio for 10-091-101 Veterinary Business Practices

## Student Contact Information:

Name: \_\_\_\_\_ Student ID#: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

*It is **required** that you speak with the Academic Dean or instructor who teaches this course prior to completing a portfolio.*

*Before attempting to complete this portfolio, the following prerequisites and/or corequisites must be met:*

**PREREQUISITE:** Admission to Veterinary Technician plan  
AND

**COREQUISITE:** 10091100 Animal Care and Management.

## Directions

Consider your prior work, military, volunteer, education, training and/or other life experiences as they relate to each competency and its learning objectives. Courses with competencies that include speeches, oral presentations, or skill demonstrations may require scheduling face-to-face sessions. You can complete all of your work within this document using the same font, following the template format.

1. Complete the Student Contact Information at the top of this page.
2. Write an Introduction to the portfolio. Briefly introduce yourself to the reviewer summarizing your experiences related to this course and your future goals.
3. Complete each "Describe your learning and experience with this competency" section in the space below each competency and its criteria and learning objectives. Focus on the following:
  - What did you learn?
  - How did you learn through your experience?
  - How has that learning impacted your work and/or life?
4. Compile all required and any suggested artifacts (documents and other products that demonstrate learning).
  - Label artifacts as noted in the competency
  - Scan paper artifacts
  - Provide links to video artifacts
  - Attach all artifacts to the end of the portfolio
5. Write a conclusion for your portfolio. Briefly summarize how you have met the competencies.
6. Proofread. Overall appearance, organization, spelling, and grammar will be considered in the review of the portfolio.
7. Complete the Learning Source Table. Provide additional information on the business and industry, military, and/or volunteer experiences, training, and/or education or other prior learning you mentioned in your narrative for each competency on the Learning Source Table at the end of the portfolio. Complete this table as completely and accurately as possible.

The portfolio review process will begin when your completed portfolio and Credit for Prior Learning Form are submitted and nonrefundable processing fees are paid to your local Credit for Prior Learning contact. Contact Student Services for additional information.

Your portfolio will usually be evaluated within two weeks during the academic year; summer months may be an exception. You will receive an e-mail notification regarding the outcome of the portfolio review from the Credit for Prior Learning contact. NOTE: Submission of a portfolio does not guarantee that credit will be awarded.

You have 6 weeks to appeal any academic decision. See your student handbook for the complete process to appeal.

**To receive credit for this course, you must receive “Met” on 8 of the 10 competencies.**

**10-091-101 Veterinary Business Practices, 3 Associate Degree Credits**

**Course Description:** In this course, students develop practical workplace techniques for veterinary office procedures to develop customer service and veterinary team support skills. Upon completion of this course, students will be able to use veterinary software to manage records and financial applications, maximize client interactions, and participate in day-to-day operations of a veterinary facility. PREREQUISITE: Admission to Veterinary Technician plan and COREQUISITE: 10091100 Animal Care and Management.

If you receive credit for prior learning for this portfolio, you will also receive a “Met” score for the following Technical Skills Attainment Program Outcomes that are assessed in this specific course:

**Introduction: Briefly introduce yourself to the reviewer summarizing your experiences related to this course and your future goals.**

**Competency 1: Explore veterinary laws and ethics as they relate to veterinary business practices.**

Criteria: Performance will be satisfactory when:

- Learner identifies laws governing veterinary practice in Wisconsin.
- Learner explains ethical standards of veterinary medicine according to best professional practices.
- Learner recites the Veterinary Technician Oath.
- Learner recognizes situations requiring intrastate, interstate, and international animal health certificates.

Learning Objectives:

- a. Discuss laws pertaining to veterinary medicine.
- b. Describe malpractice as it relates to veterinary medicine.
- c. Examine the veterinary technician's oath.
- d. Discuss health certificates as they relate to transport of animals.

**Required Artifacts: Documented hours (150+ required total) of working in veterinary clinic or hospital setting**

**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Competency 2: Use computers to perform veterinary practice management duties.**

Criteria: Performance will be satisfactory when:

- Learner creates an estimate for treatment plan using veterinary software.
- Learner creates an invoice using veterinary software.
- Learner creates a service reminder using veterinary software.
- Learner creates a prescription label using veterinary software.
- Learner explains how to use internet-based veterinary services to submit laboratory test requests.
- Learner creates client-education materials.
- Learner schedules appointments via telephone and face-to-face interaction according to an instructor-provided scenario.
- Learner admits and discharges patients according to an instructor-provided scenario.

Learning Objectives:

- a. Use traditional and electronic media as they relate to veterinary business practices.
- b. Explore veterinary practice management software programs.
- c. Explore internet-based veterinary services.

**Required Artifacts: Documented hours (150+ required total) of working in veterinary clinic or hospital setting**

**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Competency 3: Document client and patient information in medical record.**

Criteria: Performance will be satisfactory when:

- Learner documents client information.
- Learner documents patient information.
- Learner documents SOAP notes.
- Learner creates case summary.
- Learner creates discharge instructions.

Learning Objectives:

- a. Discuss conditions of a valid veterinarian-client-patient relationship.
- b. Discuss functions of the medical record.
- c. Explore components of the medical record.
- d. Describe veterinary technician's SOAP notes.
- e. Discuss consent forms.
- f. Discuss medical record organization and filing systems.

**Required Artifacts: Documented hours (150+ required total) of working in veterinary clinic or hospital setting**

**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Competency 4: Explore the safety regulations pertaining to veterinary business practices.**

Criteria: Performance will be satisfactory when:

- Learner recognizes the role of OSHA in veterinary facilities.
- Learner identifies a veterinary employee's safety rights and responsibilities.
- Learner identifies a veterinary employer's safety rights and responsibilities.
- Learner practices avoidance of veterinary workplace hazards in an instructor-provided scenario.
- Learner explains the management of hazardous materials in a veterinary facility.
- Learner identifies common zoonotic diseases and techniques to avoid their transmission in a veterinary facility.

Learning Objectives:

- a. Describe the role of OSHA in veterinary practices.
- b. Discuss a veterinary employee's safety rights and responsibilities.
- c. Discuss a veterinary employer's safety rights and responsibilities.
- d. Describe veterinary workplace hazards.
- e. Discuss storage, clean up, and disposal of hazardous materials in a veterinary facility.
- f. Discuss zoonotic diseases.
- g. Discuss controlled substances logs.

**Required Artifacts: Documented hours (150+ required total) of working in veterinary clinic or hospital setting**

**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Competency 5: Communicate with veterinary team members, clients, and the public.**

Criteria: Performance will be satisfactory when:

- Learner demonstrates telephone etiquette.
- Learner demonstrates customer service in an instructor-provided scenario.
- Learner practices productive veterinary team dynamics in an instructor-provided scenario.
- Learner practices grief management strategies as they relate to veterinary clients and team members in an instructor-provided scenario.
- Learner produces client education handout and presentation.

Learning Objectives:

- a. Examine telephone etiquette.
- b. Discuss customer service.
- c. Discuss team dynamics as they relate to a veterinary workplace.
- d. Describe grief management as it applies to veterinary clients and team members.
- e. Discuss client education techniques.

**Required Artifacts: Documented hours (150+ required total) of working in veterinary clinic or hospital setting**

**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Competency 6: Exhibit professional veterinary technician behaviors.**

Criteria: Performance will be satisfactory when:

- Learner demonstrates professional veterinary team member workplace behavior in the classroom environment and in instructor-provided scenarios.
- Learner identifies professional veterinary team member outside-workplace behaviors.
- Learner applies professional communication standards in class interactions and in instructor-provided scenario.
- Learner applies physical appearance standards according to best professional practices.
- Learner identifies personal and professional development opportunities.

Learning Objectives:

- a. Describe professional veterinary team member conduct in the workplace.
- b. Describe professional veterinary team member conduct outside the workplace.
- c. Compare professional vs. unprofessional communication in various forms in veterinary settings.
- d. Discuss professional physical appearance.
- e. Explore opportunities for veterinary technician professional development.
- f. Discuss strategies for stress management and personal development.

**Required Artifacts: Documented hours (150+ required total) of working in veterinary clinic or hospital setting**

**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**



**Competency 7: Explore the organization of the veterinary team.**

Criteria: Performance will be satisfactory when:

- Learner identifies roles within a veterinary practice.
- Learner identifies types of veterinary practices.

Learning Objectives:

- a. Discuss the roles and functions of veterinary team members.
- b. Discuss types of veterinary practices/facilities.

**Required Artifacts: Documented hours (150+ required total) of working in veterinary clinic or hospital setting**

**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Competency 8: Compare the roles of veterinary assistant and veterinary technician.**

Criteria: Performance will be satisfactory when:

- Learner differentiates the duties appropriate for veterinary assistants from those appropriate for veterinary technicians.
- Learner identifies the duties from which veterinary technicians are prohibited.
- Learner identifies the titles and terminology reserved for veterinary technicians.

Learning Objectives:

- a. Describe duties within the scope of the veterinary assistant.
- b. Describe duties within the scope of the veterinary technician.
- c. Describe the duties that are prohibited for veterinary technicians.
- d. Discuss the titles and terminology used to refer to veterinary technicians.

**Required Artifacts: Documented hours (150+ required total) of working in veterinary clinic or hospital setting**

**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Competency 9: Differentiate between veterinary emergencies and non-emergencies.**

Criteria: Performance will be satisfactory when:

- Learner identifies common veterinary situations that require immediate attention.
- Learner identifies common veterinary situations that require prompt, but not immediate, attention.
- Learner identifies common veterinary situations that can be addressed according to appointment availability.

Learning Objectives:

- a. Discuss common veterinary emergencies.
- b. Describe triage procedures for appointment scheduling.

**Required Artifacts: Documented hours (150+ required total) of working in veterinary clinic or hospital setting**

**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Competency 10: Explore veterinary practice management functions.**

Criteria: Performance will be satisfactory when:

- Learner explains the human resources functions within a veterinary practice.
- Learner produces a marketing piece for a veterinary practice.
- Learner identifies strategies for internal marketing in a veterinary practice.
- Learner identifies common financial management tasks in a veterinary practice.
- Learner explains common inventory management techniques used in veterinary practices.
- Learner explains the advantages and disadvantages of third party medical payment plans and pet health insurance.

Learning Objectives:

- a. Discuss human resources activities in a veterinary practice.
- b. Discuss marketing as it relates to veterinary practices.
- c. Discuss general tasks associated with financial management of a veterinary practice.
- d. Discuss inventory management in a veterinary practice.
- e. Discuss third party medical payment plans and pet health insurance.

**Required Artifacts: Documented hours (150+ required total) of working in veterinary clinic or hospital setting**

**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

