

### **Veterinary Assistant Job Description:**

The Veterinary Assistant assists Veterinarians and Veterinary Technicians with patient care and client education. Assistants must possess good critical thinking and problem-solving skills. They must be compassionate, have a positive attitude, and teamwork skills. Excellent client communication skills and commitment to outstanding client service are essential.

### **Veterinary Assistants are responsible for:**

#### **Patient Care:**

- Executing safe but effective animal restraint using Fear Free protocols.
- Performs patient's treatments, using routes such as SQ, PO, IV, and IM.
- Walking hospitalized patients in the morning and throughout the day.
- Keeping patients clean, dry, and comfortable.
- Performs venipuncture to obtain samples for testing.
- Maintains patient's IV catheters and have complete knowledge of the infusion pumps.
- Assists in duties associated with anesthesia including: preparing animals for surgery, induction, intubation, maintenance of gas anesthesia, monitoring animals during and after anesthetic procedure using monitoring equipment, extubating, and recovery.
- Weighing every animal that comes in, each time they come in, and making sure the weight is updated in the computer.
- Taking accurate history and temperature, if needed, and entering it into the computer.
- Performing laser treatments on patients.
- Performing nail trims, anal gland expressions, and ear cleaning on patients.

#### **Client Service:**

- Proper telephone skills, answering if reception can't, speaking professionally, entering conversations into the record, and take messages appropriately.
- Client education including: Parasites (internal/external, life cycle, treatment, clean up), vaccination (schedules, types, reasons to vaccinate), heartworm disease, puppy and kitten information, healthy weight, pet insurance, importance of wellness bloodwork, behavior, medications, and dental care.
- Updating client information in computer including email, cell number, correct address, and patient picture.
- Creating and explaining estimates to owners.
- Scheduling appointments – forward booking rechecks or routine appointments.
- Greeting clients when they walk in the door if reception unavailable.
- Checking clients in or out if reception is unavailable.
- Going over forms and paperwork before and after surgery. Knowledge of discharge instructions and possible complications.

- Knowledge of our payment policy and our recommended sources for financial assistance.
- Knowledge of our online pharmacy and client communication app so they can be recommended, and give owners help if having issues.

#### General Duties:

- Understanding the types of medications kept in hospital and where they are located. Also, understanding of commonly used abbreviations like BID, OU, and q24h.
- Filling prescriptions when labels are printed.
- Knowledge of anesthetic machines and lines.
- Assisting in setting up and cleaning up surgery.
- Knowledge and understanding of sterile technique, maintaining sterility when assisting in surgery.
- Preparing animals for surgery including clipping and scrubbing appropriately.
- Knowledge of surgery packs and proper identification of instruments for each pack.
- Knowledge and troubleshooting of ultrasonic cleaner, instrument milk, and autoclave.
- Knowledge of proper and safe radiographic technique and positioning.
- Setting up laboratory work including: Parasite screens, urinalysis, blood slides, skin and ear cytology's, skin scrapings, ear mite slide, and plating samples for incubation.
- Complete knowledge of individual reference labs and what samples go to which lab and why. Knowledge of what supplies the Tech or Doctor will need for specific tests and having them ready. Know how to package & send the sample.
- Ability to troubleshoot hospital equipment and maintain as assigned.
- Knowledge and utilization of the tag reorder system for inventory and supplies.
- Assists reception with unpacking orders from distributors, checking expiration dates and lot numbers, checking for special orders & alerting owners that they are in, and putting clinic supplies away utilizing the first in/first out system.
- Stocking exam rooms and treatment area as needed.
- Knowledge of computer program and uses.
- Keeping all areas of the hospital clean and tidy. Cleaning each room and checking the reception area between patients. Know protocol for cleaning after an infectious patient.
- Keeping cages and kennels clean.
- Washing dirty dishes/utensils utilized in hospital.
- Performing laundry.
- Responsible for cleaning the hospital at the end of the day.
- Assist in the maintenance of outside of hospital as needed, including watering plants & picking up pet waste.
- Help veterinarians or other staff members accomplish other tasks to make hospital run smoothly.
- Knowledge of other job descriptions and assist in training new staff